



January 2010

JetBlue and SabreSonic: Global Distribution System Frequently Asked Questions

Answers are accessible by clicking on question. Thank you for reading.

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IMPORTANT: *** Denotes questions and answers updated on January 22, 2010.

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General

1. How does JetBlue's transition to SabreSonic affect my agency and my current business processes?

This is an important transition for JetBlue and our partnership with the travel agency community. We believe that the increase in functionality through the global distribution systems will improve customer service, flexibility and increase your ability to serve your customers. Last seat availability, improved inventory and fare capabilities, and industry standard electronic ticketing will significantly improve your productivity and bottom-line results for your customers.

Cutover to SabreSonic

2. When does JetBlue's transition to SabreSonic become effective?

The implementation date for the switch to SabreSonic will take place between Friday, January 29, 2010, and Saturday, January 30, 2010.

3. What process is followed for migration of PNR's from Navitaire to Sabre?

At this time, the system cutover is planned for January 29, 2010, and all existing record locators in the Navitaire system will be replicated in the Sabre host partition for JetBlue.

4. Will a new Record Locator be assigned as a result of the cutover process?

Yes, a new record locator will be assigned to the JetBlue copy of the PNR in the Sabre host partition. This new record locator will be appended to the PNR. The old Navitaire record locator will also be retained in the PNR for historical purposes. The travel agency record locator will remain the same but will be updated with the new host record locator.

5. ***Will the customer be able to use their old Navitaire record locator to access the kiosk at the airport or online check-in?

Yes, customers will be able to use their old Navitaire or new Sabre record locator in order to check in at the kiosk or online. A customer may also access the kiosk with a magnetic swipe card (credit card), itinerary bar code, or by entering their last name and departure airport name.

6. ***Will JetBlue still be a 'ticketless' transaction carrier?

No, 'ticketless' transactions utilizing SSR messages to send customer credit card information to JetBlue for ticketing purposes will be eliminated. If the old SSR message with credit card information is sent to JetBlue a ticket WILL NOT be issued. Effective January 30, 2010, all travel agency ticketing will follow industry standard Electronic Ticketing guidelines and messaging.

7. Does the new Electronic Ticket Number get appended to the PNR for the migrated tickets?

No, for the migrated ticketless transactions that are being issued as Electronic Tickets during cutover, the Electronic Ticket number will not be appended to the PNR. This E-ticket number will be stored in the airline's E-ticket database and associated with the appropriate PNR. All PNR's issued by travel agencies after cutover will include the Electronic Ticket number.

8. ***Do customers need to be advised of the new record locator?

Customers will not be required to have the new record locator as their old Navitaire record locator will work. There will be alternate ways for them to access their record at the kiosk, online and with a JetBlue Customer Support Agent.

9. *Will the travel agent be able to service their PNRs that were booked in the Navitaire system?**

No, effective January 30, 2010 all travel agency PNRs booked prior to that date must be serviced by JetBlue. Although the original PNR was booked by the travel agency, it was actually ticketed by JetBlue as a 'ticketless transaction' and the ticket will be migrated as a JetBlue issued Electronic Ticket. Migrated bookings will include an indicator that the booking was originally created by the travel agency. JetBlue's general reservations agents will be able to handle any changes, cancellations, seat assignments and frequent flyer number additions. Please contact 1-800-JETBLUE (538-2583) on behalf of your customer for any inquiries. Also, please review the refunds/exchanges section below.

10. What happens to bookings that are made during the JetBlue cutover "Blue Period"?

The period between noon on Friday, January 29 and the time that JetBlue brings all of the global distribution systems back online on Saturday, January 30, is considered the JetBlue "Blue Period." We encourage all travel agencies to eliminate any booking activity on JetBlue during this period. All JetBlue systems will be completely down during this time and any booking activity will be placed on queue until the Sabre system is activated. Any bookings that are generated during this period will be released for processing upon activation of the Sabre system. However, ticketing activity must occur for these bookings as the ticketless SSR message with credit card information will no longer be accepted.

11. How will Same Day Bookings be handled on January 29?

Beginning at 9am Eastern Time on January 29, 2010, JetBlue will not accept any sales for same day travel. This precaution is being taken to prevent any customer service issues from occurring with same day sales on the date of cutover. The restriction will be lifted once the new system is up and running on January 30, 2010.

Ticketing

12. Will Jet Blue participate with any other carrier?

JetBlue currently has an interline agreement with Aer Lingus, an Operating Codeshare with Lufthansa and a Marketing Codeshare with Cape Air. After cutover, all PNRs should be E-ticketed and plated on the appropriate carrier based on the agreement and the industry standard rules for Electronic Ticketing.

13. Will JetBlue have ticketing agreements/baggage agreements with other carriers?

Yes. JetBlue currently has ticketing and baggage agreements with Cape Air (9K), Aer Lingus (EI) and Lufthansa (LH). For Cape Air flights, JetBlue will be the validating carrier. Aer Lingus and Lufthansa will be the validating carrier for their respective flights. Through check-in will be available at the time of our cutover to Sabre for all 3 partners.

14. *Will the SSR TKNE message be sent automatically to all carriers on the PNR?**

If the booking contains segments for JetBlue and one of our partner carriers then the plating carrier will get the TKNE and pass it on to the partner. If the booking contains segments for JetBlue and airline that we do not have T&B agreements with, then 2 separate tickets must be issued and each airline will get their respective TKNE.

15. What will be the maximum number of segments permitted on JetBlue electronic tickets?

The maximum number of segments permitted will be 16 coupons.

16. Will JetBlue permit OPEN segments to be sold and issued against, if a client is uncertain of return date?

No, open segments will not be permitted.

17. ***What does the Travel Agent do with the ETR/VCR when canceling an itinerary?

The travel agent can leave the ETR/VCR in 'OPEN' status for use by the customer at a later date at which point the appropriate change fee would be applied. A second option would be to refund the value of the ETR/VCR less the change fee to an MCO (Miscellaneous Charge Order) that can be used for payment on a new PNR at a later date.

18. If I make an error when I refund or exchange a JetBlue ticket, what do I do?

Please contact your GDS help desk for assistance.

19. Will there be new ticketing time limits (TTL) for JetBlue?

JetBlue fares will have a Ticketing Time Limit (TTL) of 23:59 (local agency time) of the day following the booking date. However, many online travel agencies have booking processes that require purchase at time of booking.

20. ***When will infant tickets be required?

Infant tickets are required for all international flights. For domestic U.S. flights, infants do not require tickets unless they are occupying their own seat. Lap children under the age of 2 on domestic U.S. flights do not need to be ticketed.

Seats

21. Will I be able to complete a seat request for my customer?

Initially travel agents will be able to complete a general aisle or window seat request (NSSA, NSSW) via teletype through their GDS using the formats specific to their system. Interactive seat maps and interactive seat assignments will not be available at cutover, but we are working to incorporate that functionality at a future date. Alternatively, a specific seat can be booked at www.jetblue.com/seats.

22. How can I request an Even More Legroom (EML) seat for my customer?

Even More Legroom (EML) seats can be booked and paid for at www.jetblue.com/seats. This transaction is separate from the travel agency issued ticket and the funds for this transaction will not be settled through ARC or BSP processes but must be paid directly to JetBlue. In the event of any changes to the customer's flight plans, changes to EML seats must be completed directly with JetBlue. Any passenger may also upgrade to an EML seat at a check-in kiosk or with a JetBlue Customer Service Agent at the airport.

Schedule Change Policies

23. ***What are JetBlue's schedule change policies?

Please refer to the following matrix for JetBlue schedule change policies. Customers are allowed only one adjustment per schedule change. Please advise the customer that they will be assessed any fees and increase in air fare for any subsequent changes made to the reservation.

	If the schedule change is less than 30 minutes:	If the schedule change is 30 minutes or greater:	If the schedule change is four hours (240 minutes) or greater:
CHANGES	Customers can change the impacted flight but all change fees and difference in fare will apply	Customers can change the impacted flight to a new flight that is one day prior, one day later or to another flight that day. Any increase in fare and the change fee will be waived. <i>Please contact JetBlue at 1-800-JETBLUE (538-2583) for authorization.</i>	Customers can change the impacted flight to a new flight that is one day prior, one day later or to another flight that day. Any increase in fare and the change fee will be waived. <i>Please contact JetBlue at 1-800-JETBLUE (538-2583) for authorization.</i>
CANCELS	Customers can choose to cancel their flight but the cancellation fee will apply and the remaining ticket value will need to be refunded to an MCO or left in 'OPEN' status for use at a later date.	Customers can choose to cancel the impacted flight and the cancellation fee will be waived. The ticket will need to be refunded to an MCO or left in 'OPEN' status for use at a later date.	Customers can choose to cancel the impacted flight and the cancellation fee will be waived. The ticket will need to be refunded to an MCO or left in 'OPEN' status for use at a later date. Refunds to the original form of payment will only be given after evaluation of all the options available by a JetBlue representative. If authorization is granted please submit for a refund through ARC/BSP

24. If the same connection point is not available can it be changed to a different connecting city as long as the original origin/destination remains the same?

Yes, as long as the O&D remain the same.

25. What are Jet Blue's interline policies for schedule changes?

JetBlue has agreements with Lufthansa, Aer Lingus and Cape Air. If the PNR is booked as a Codeshare or Interline with one of our partners and the schedule change results in a mis-connect to the JetBlue segment, our partner airlines have the ability to rebook a new JetBlue segment for the customer.

If a customer is traveling on a mixed PNR with JetBlue and another carrier other than those listed above, we are not responsible for the other carriers schedule change and all change fees and increase in fare will apply if the customer needs to make a change to the JetBlue segment due to a schedule change on another airline.

26. ***If no option works what is Jet Blue's policy on refunds for schedule change?

For schedule changes that are over 4 hours, refunds to the original form of payment will only be given after evaluation of all the options available by a JetBlue representative. If authorization is granted please submit for a refund through ARC/BSP. For schedule changes under 4 hours, no refunds to original form of payment will be given.

Refunds and Exchanges

27. Can we process a refund directly via the GDS? What waiver/endorsement or OSI/SSR is required?

If the fare is fully refundable, then a refund can be processed following industry standard guidelines. JetBlue will not be issuing waiver codes and non-refundable fares should not be submitted for refund via the ARC/BSP settlement process. JetBlue will issue debit memos for any refunds given on non-refundable fares.

28. ***What is the process for refunding duplicate tickets should the customer inadvertently book a second trip by accident?

If the ticket was issued within 24 hours, you will have the ability to void the duplicate ticket. If it is outside the 24 hour window, please contact JetBlue at 1-800-JETBLUE (538-2583) for assistance with these requests.

29. Will name changes/corrections be allowed?

Once the ticket has been issued, name changes are not permitted. If the passenger will not be traveling and would like someone else to use the ticket, you must cancel the reservation and the cancel fee will apply. If you need to make a spelling correction, please contact JetBlue at 1-800-JETBLUE (538-2583).

30. ***What is JetBlue's policy on refunding non-refundable tickets due to death or serious illness?

In the event that a passenger is asking for a refund due to a death in the family or a family member being seriously ill, JetBlue's policy is that all non-refundable tickets are non-refundable. If the customer wishes to cancel their flights, value of the ticket less the cancel fee can be placed in an MCO for use at a later date. In the case of death of the passenger, JetBlue will evaluate the circumstances on an individual basis. Please contact JetBlue at 1-800-JETBLUE (538-2583) and inform the Customer Support Agent that you are requesting a refund due to the death of the passenger.

31. ***What is JetBlue's policy on refunding Non-Refundable Tickets due to Military Orders?

JetBlue will waive change/cancel fees for active members of the military and members of their immediate family traveling on the same itinerary if their travel plans need to be changed or canceled due to deployment or transfer. Please contact JetBlue at 1-800-JETBLUE (538-2583) for assistance with these PNRs. The military deployment/transfer must be verified by providing a fax verification to JetBlue, and once verification has been received, the credit may be issued by refunding the value of the ticket to an MCO which may be used for travel at a later date.

32. ***Will JetBlue allow the transfer of unused tickets between travelers of the same corporation?

Unused tickets should be used by the original passenger. If that passenger will not be traveling and would like someone else to use the ticket, refund the value of that ticket less the cancel fee to an MCO for use at a later time.

33. *Will JetBlue fares be instant purchase?**

JetBlue fares will have a Ticketing Time Limit (TTL) of 23:59 (local agency time) of the day following the booking date. However, many online travel agencies have booking processes that require purchase at time of booking.

TrueBlue Loyalty Program

34. Are there any changes with the new True Blue loyalty program that will impact my agency?

TrueBlue members will retain the same membership numbers for the new program. All members will be advised about changes to the accrual of benefits and rewards through communications from JetBlue.

Miscellaneous

35. How are Miscellaneous Fees, such as Unaccompanied Minors and Pet Fees handled?

Any miscellaneous fees must be transacted directly with JetBlue. Please contact JetBlue at 1-800-JETBLUE (538-2583). This transaction is separate from the travel agency issued ticket and the funds for this transaction will not be settled through ARC or BSP processes but must be paid directly to JetBlue. In the event of any changes to the customer's flight plans, changes to these miscellaneous transactions must be completed directly with JetBlue.

36. How will JetBlue submit Debit Memos after the cutover?

JetBlue will be utilizing the ARC Memo Manager product to handle settlement of debit memos and credit memos for GDS bookings created in the ARC settlement region. JetBlue will utilize BSPLink for bookings made outside of the U.S.

37. What is the number for the JetBlue Travel Agency desk?

At this time, JetBlue does not have a dedicated travel agency desk. Please refer to the contact information list below for JetBlue phone numbers.

38. How can a customer contact JetBlue if they have a service related issue during their trip?

If a customer has service related issue that they would like to bring to JetBlue's attention they should visit our website and fill out our Speak Up survey <http://www.jetblue.com/help/contactus/>

39. What is Travel Bank?

Travel Bank is an online account tool that allows our customers to manage their credits with JetBlue. Travel Bank credits can only be redeemed through JetBlue Reservations or by using www.jetblue.com. It will replace the current vouchers and credit shells that may be familiar. However, for our TrueBlue members, TrueBlue Points will still be managed as a part of the True Blue Account.

Please note: Travel Bank is not available for tickets issued through the GDS and cannot be used as a form of payment through ARC/BSP.

Contact Information

GDS Travel Agency Help Desk Contact Telephone Numbers

Amadeus

U.S. English	305-499-6112
U.S. Spanish	305-499-6114
Canada	800-962-7171
Canada (French Voicemail)	800-742-1529
Emergency Assistance	305-499-6116 (Sundays Only)

Sabre

US, Canada and PR	866-334-7551
Jamaica	800-331-2690
Dominican Republic	682-237-2060
Colombia	01-800-754-1654
Costa Rica	9-800-598-0001
St. Maarten	800-331-2690
St. Lucia	800-331-2690
Aruba	682-605-5620
Bahamas	800-331-2690
Barbados	800-331-2690
Mexico (Mexico City)	52-01-HELP (4300)
Mexico (Other Cities)	01 800 02 SABRE (72273)

Travelport

Worldspan Help Desk:	404 305-1746
Apollo Help Desk:	800 762-3490
Apollo Help Desk (Canada):	800 456-0654

GDS Reference Pages

Amadeus: ggairb6
Sabre: eservices.sabre.com
Travelport: ASK Travelport and view the B6 FAQ

JetBlue Airways

United States	800-JETBLUE (538-2583)
Canada	801-365-2583
Dominican Republic	888-751-2241
Aruba	297-588-5388
Barbados	877-596-2413
Colombia	01800-9-156761
Jamaica	800-963-3014
Mexico	001-800-861-3372
St. Lucia	877-766-9614
International	001-801-365-2525
TTY/TDD	800-336-5530