**PASSENGER CONTACT INFORMATION**

**Important guidelines from Ethiopian Airlines and IATA**

Ethiopian is committed to contact and advise -its esteemed customers of any flight changes due to operational or other reasons. This allows our customers to arrive ‘ready-to-board’ at the airport and ensures a better customer experience. Without customer contact details, Ethiopian is unable to contact and advise its customers prior to departure, and customers are not being informed about changes made on their flights. Therefore, Ethiopian would like to enforce the IATA’s **Resolution 830d in all markets effective June 01,2019.** This amendment requires agencies to provide - contact details of passengers such as telephone numbers and email addresses, thus enabling a better travel experience for our -customers.

Details and formats regarding this new required documentation are referenced below.

The following SSR codes are for customer contact information during a Schedule Irregularity (IROPS) situation:

* SSR CTCE – customer email address
* SSR CTCM– customer mobile phone number

**Note**:

* Members and BSP Airlines shall use these contact details exclusively for operational notifications, e.g. flight cancellation, schedule change, etc. and shall not use the contact details for sales & marketing purposes.
* In an unlikely situation if customer is not willing to provide contact detail please insert the agency email address and phone number, and it then becomes their responsibility to inform the passenger of any changes to his flight or reservation.
* The Agent shall be solely liable for the consequences of its failure to comply with this resolution.
* For any command inquiries or other GDS’s command, please contact your GDS Help Desk.

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| **GDS** | **Entry commands** |
| **Sabre Travel Network (1S/1B)**  **A picture containing text, clipart  Description automatically generated** | **Email (CTCE): -**  3CTCE (segment number)/Email address -Name association  **e.g. : 3CTCE1/BILALMO//ETHIOPIANAIRLINES.COM -1.1**  **Phone number (CTCM): -**  3CTCM (segment number)/phone number-Name association  **e.g. : 3CTCM1/251966115167-1.1**  Note: Phone number format (country code-area code-subscriber number). |

**Commands for adding SSR CTCE/M for widely used GDSs.**

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| **Amadeus (1A)**  **Icon  Description automatically generated** | **Email (CTCE): -**  SR CTCE-Email Address/Passenger association  **e.g. : SR CTCE-BILALMO//ETHIOPIANAIRLINES.COM /P1**  **Phone number (CTCM): -**  SR CTCM-Phone number/Passenger association  **e.g. : SR CTCM-966557749606/P1**  **Note:** Phone number format (country code-area code-subscriber number). |
| **Travel port (1G/1P/1V)** | * **Galileo (1G)**   **Email (CTCE): -**  SI. (Passenger Association)/SSRCTCE (airline code) (segment number)/Email Address  **e.g. : SI.P2/SSRCTCEETHK1/BILALMO//ETHIOPIANAIRLINES.COM**  **Phone number (CTCM): -**  SI. (Passenger association)/SSRCTCM (airline code) (segment number)/Phone number  **e.g. : SI. P1/SSRCTCMETHK1/251966115167**  **Note:** Phone number format (country code-area code-subscriber number).   * **World span (1P)**   **Email (CTCE): -**  3SSRCTCE (airline code) (segment number)/Email Address-Passenger association  **e.g. : 3SSRCTCEETHK1/BILALMO//ETHIOPIANAIRLINES.COM-1.1**  **Phone number (CTCM): -**  3SSRCTCM (airline code) (segment number)/Phone Number-Passenger association  **e.g. : 3SSRCTCMETHK1/251966115167-1.1**  **Note:** Phone number format (country code-area code-subscriber number).   * **Apollo (1V):**   **Email (CTCE): -**  @:3SSRCTCE (airline code) (segment number)/passenger association/Email Address  e.g. @: 3SSRCTCEETHK1/N1/BILALMO//ETHIOPIANAIRLINES.COM  **Phone number (CTCM): -**  @:3SSRCTCM (airline code) (segment number)/Passenger association/Phone number  e.g. @:3SSRCTCMETHK1/N1/251966115167  **Note:** Phone number format (country code-area code-subscriber number). |
| **Travel sky (1E)** | **Email (CTCE): -**  SSR CTCE (airline code) (Email address)/Passenger association  e.g. : SSR CTCE ET HK1 BILALMO//ETHIOPIANAIRLINES.COM/P1  **Phone number (CTCM): -**  SSR CTCM (airline code) (segment number) Phone number/Passenger association  e.g. : SSR CTCM ET HK1 251966115167/P1  **Note:** Phone number format (country code-area code-subscriber number). |
| **Infini (1F)** | **Email (CTCE): -**  3CTCE/Email Address-Name Association  e.g. : 3CTCE/BILALMO//ETHIOPIANAIRLINES.COM-1.1  **Phone number (CTCM): -**  3CTCM/Phone number - Name Association  e.g. : 3CTCM/251966115167-1.1  **Note:** Phone number format (country code-area code-subscriber number). |
| **Axess (1J)** | **Email (CTCE): -**  3SSRCTCE (airline code) (segment number)/Email Address-Name Association  e.g. : 3SSRCTCEETHK1/BILALMO//ETHIOPIANAIRLINES.COM-1.1  **Phone number (CTCM): -**  3SSRCTCM (airline code) (segment number)/Phone Number-Name Association  e.g. : 3SSRCTCMETHK1/251966115167-1.1  **Note:** Phone number format (country code-area code-subscriber number). |