



IMPORTANT TRAVEL AGENT REMINDER

Canada, 20 May 2009

Married segment Control (MSC)

Dear Travel Partner,

As you are aware, CX/KA has implemented Married Segment Control with all major GDSs. This practice is designed to allow CX/KA the ability to optimize the utilization of our inventory. On occasion, CX/KA may provide a level of availability on “Married Segments” that differs from the level of availability provided if the segments were sold separately.

We wish to remind you that you must not attempt to separate Married Segments for any purpose or unbundling the segments that had initially sold in bundled, whether married or not. When detected, this will be viewed as an effort to circumvent the logic of CX/KA’s MSC and will be treated as abusive. In these cases CX/KA reserves the right to take corrective measures against any agent who commits this abuse. These measures will include, but are not limited to, the following:

- 1) Cancellation of the booking.**
- 2) Recovery of any lost revenue through the ADM process.**
- 3) Restriction or termination of the agent’s access to view, book and/or ticket CX/KA inventory.**

If you have any questions or concerns, please feel free to contact your nearest CX sales office or visit www.cxagentscanada.com for more details.

We wish to thank you for your usual attention and cooperation in this regard.

Cathay Pacific Airways – Canada