Charges for "Duplicates" Policy:

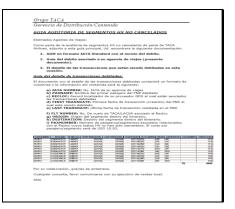
Dear Travel Agent:

As part of our churning audits, we will send you the following supporting documentation:

1. ADM in standard IATA format showing amount debited.

TACA IN	ITERNAT	TIONAL	AIRL	INES					
				AIRLINE MON	88.8				
AGENCY DE				202-6					
				MENO DATE	07				
P.O BOX 220330 MIA		18/09/20 AGENCY NO.							
		4452435	1						
			89600722945						
On your next sales report, plasse inn	aude payment for t	he around show or	20/01	DICE/CREDIT N	OTH NO.				
the stub below. Detach the stub and if				396007221					
tharge, note the facts below and per-	orn this mean into	ot to the address		REPERSICE					
				1826811					
REASON FOR MEMO			1						
FARE-AUDIT BILLINGS DUE IRREG	ULARITIES (R	EFER TO							
SUPPORT PROVIDED)									
TICEET NUMBER	TRATE LATE	ANGUNT	-						
A 7139322647	25-MAY-97	10							
2 7139322646	25-MAY-07 26.MAY-07	10							
4 7140243344	26-882-97	14	2 205.01	Flease refer t	•				
5 7140376478	06-JUN-07	10	a tracks	out for extra	CLOReC.				
			P10		× 1 1980				
			TOTAL	200 - 1.748					
				UND = 3,74					
	DRD	1.748.0			0100				
			-						
TACA INTERNATIONA	L AIRLIN	ES							
			POIN/	Airline Busher	AGENCY HD.				
AGENCY DEE	TT MPMO		8960072294		44524251				
AGBRET DEL	A MENO								
MEMO DATE ANOUNT DUE 10-SEP-07 USD :	CARRIER 1,748.00								
70TAL DED . 1,748.00									
AGEN	CY								
CHEAP TICKETS			MONTO	TRUCKA) COAR	PAID)				
SUITE 110 SOL ROYAL PRNY, NAS	NVILLE, US								
				Plane wifer					
1									

2. "Duplicates" charges policy.



3. Detail of the transactions that are being debited.

wid Meiler			18									
(11. Bandro												
Agency mane EAGHT TRAINED. Toke for Agency OLDINAM												
-		6164.7	61.18									
inethy	1011	DANCA										
	-		-					-	-	-		
8630 80	1.08		MELON	PAL 5 08		CALL PROPERTY AND			ABOUT COMP.	2010	10.000	COLORADO PROPERTY OF
		1798		NUMBER OF STREET	300CON	208210 54		20007			- 2-	28.9
12549		0.98	2010	STARL KIRALD	2000122	30849435 540	54				- 2-	28.8
				OWNERATE		2087.9 34		200817,8		- 1		201.0
12548		1785		CHATCOLATE	20010	2087.0 20	5.0	20001118				
				SAMINHOVE.	20025	2008255H MAN		2000211				-28.9
		1198		HARD CONTRACTOR	388007	20080310 LAR	54.	200613				28.9
12949		1194		00414041	288210	20801934	3.0	200623	- 5- 5	- 5		798.0
1,049		1116		MEDIOR/RDOD	29071	206279 54	340	308623	- 5 - 5	_	- 5	28.0
12548		1198		BLROCE DAMA	20011	2008/27 × 5.4	UN .	2008123	5.5			
12945		12982		WALLY MANDULE	20627	20080211 SAL	3.0	2000.01	- F - R	X.	81	6718
12949		1786		MAE/ MAREID	386271	2004077-540	54	3086218				
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12949		1798		90,844025	20035	208/08 54	540	2000/24				
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12545		41788		A, MICLE BALFEOD	28012	20827-21 884	34	200827		· · · · · ·		28.8
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12349		1199		PERSON EXPERIMENTS/	3880207	2080211 184	54	2000130			- 5	289
1049		1798		HERMONEL STATE (1987)	39603	SORDER LM	31	2004/9				28.9
12548		1198		HERMONT AN CARD	38003	208017-54	18	2059/15				
12549		1199		LADICLEME	2000207	208228 54	394	2000214			10	251.0
12049		1784		VARIABLE RATES	2007,8	308227 541	34	300622	1 1	- *	- 31	296.8
12345		6.98		VALIDUZELA NA TINET	2000136	2006007 MAY	541	2000222				
12549		0.00		08844-0924400	200014	20081179-0424	54	2000029	5.4	- 1		- 28.5
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12549		41584		xv0,444386810	204023	20080303 Heli-		200007-9	- E - E	χ.		79.3
12549		1793		XNELAR ROBERTS	2000232	20040302 (14)	54.	200827-9	1.1			
12348		11/10	10.4	MENO-NH	2880271	2080213-011	34.	2008216				28.5
1248		100	1900	all and construction	386011	308011 SA	-	2000CE#	1.1		- H.	28.8
12548		1110		2424-8228	2001	2080/07-0.04	.54	200010	- E - K		- 31	28.8
12149		11982	2547	-carca caty	29613	2080/06.015	54	2000216	. F. F.	- R.	31	296.8
12549		1198	2942	DARCE CATV	28018	308735 LA	JPTY .	3000071	- F - F			
72345		1176	2010	ME141104004	200030	200022-024	54	3000010	1.1	. 1		28.5
12549		1150		Salates Intern	38627	2008039-304	5.0	10000325	A 8	- 1		296.9
12949		1190	204	ALVMED MARKOD	20017	2006710 164	54.	200801-4	1 4	- N	- 10	2010
12548		108	DM3	AUMER MORE	20017	1001054	-	1000108				
12548		41763		HERMONE CARLOS	296311	20080027.884	5.40	200013	7 8	- F.	31	28.5
12549		1193		CARGE DATY	390071	2004CDT: MCA	34	2000418	1.1	1	38	28.8
12543		1198	51800	TELTA ADDAVIA	2380(1)*	28877 14	0.4	,0007.38	1 4	1		28.3
1248		100	24860	YESTA KEEDING	39012	3390-39 0.04	34.	20002318	- E - E			
32048	0.9	1110	2167	HAPTHE YEARS	38003	20040335 544	142	200808-8	1.4	1		2919
											101036	8,713.9

Gerencia de Distribución/Contenido

Description

• Duplicated PNRs

Duplicate PNRs are classified in three types based on the itinerary:

<u>Identical</u>: At least one segment or Origin/Destin in the duplicated section of the itinerary is an exact match of flight number and date. Example:

PNR 1

ł	2	IR 1				
1	L	XX990L	13MAY	SJUMCO	HK2	1115A 216P
2	2 2	XX125L	13MAY	MCOMSY	HK2	330P 637P
3	3 2	XX334L	21MAY	MSYIAH	HK2	800A 1100A
4	1 2	XX465L	21MAY	IAHSJU	HK2	1200P 239P
F	۶N	IR 2				
			13MAY	SJUMCO	HK2	1115A 216P
1	L	XX990L				1115A 216P 330P 637P
1	L 1 2 1	XX990L XX125L	13MAY	MCOMSY	HK2	
1 44 43	L 1 2 1 3 1	XX990L XX125L XX334L	13MAY 21MAY	MCOMSY MSYIAH	HK2 HK2	330P 637P
	L 2 2 2 3 2 4 2	XX990L XX125L XX334L XX465L	13MAY 21MAY 21MAY	MCOMSY MSYIAH IAHSJU	HK2 HK2 HK2	330P 637P 800A 1100A

<u>Overlap</u>: The itinerary of one PNR is contained within the date range of the itinerary of another PNR.

Example:

Ρ	NR 1				
1	XX990L	13MAY	SJUMCO	HK2	1115A 216P
2	XX125L	13MAY	MCOMSY	HK2	330P 637P
3	XX334L	21MAY	MSYIAH	HK2	800A 1100A
4	XX465L	21MAY	IAHSJU	HK2	1200P 239P
Ρ	NR 2				
•		13MAY	SJUMCO	нк2	1115A 216P
1	XX990L				1115A 216P 330P 637P
1 2	XX990L XX125L	13MAY	MCOMSY	HK2	

<u>Non-flyable</u>: The itinerary dates do not overlap, and the last flight date of the first PNR falls within 48 hours of the first flight date of the second PNR. Example:

 PNR 1

 1 XX990L 13MAY SJUMCO HK2 1115A 216P

 2 XX125L 13MAY MCOMSY HK2 330P 637P

 3 XX334L 21MAY MSYIAH HK2 800A 1100A

 4 XX465L 21MAY IAHSJU HK2 1200P 239P

 PNR 2

 1 XX880Y 22MAY MSYIAH HK2 1215A 316A

 2 XX125Y 23MAY IAHSJU HK2 630A 937A

• Duplicated Segments

"Duplicated segments" refers to segments created on one reservation, with the same origin and destination, on the same flight date, but in different classes or with different flight numbers.

Travel agencies incurring in these inadequate practices will be charged \$15 per segment/passenger.

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Gerencia de Distribución/Contenido

Recommendation

Avoid making reservations for a passenger with an identical existing PNR or duplicating segments for the same passenger within the same PNR.

Avoid making reservations for a passenger with different itineraries but overlap flight dates, or non flyable itineraries.

Guide to itemization of debited transactions

The following fields will appear in the document heading:

- Debit Memo Number
- **IATA Number** of travel agency
- Agency Name
- **Country:** Country in which your travel agency is located
- **Total Amount:** total amount to be debited for transactions itemized in the document
- Local Currency cost: total amount in local currency to be debited for transactions itemized in the document

Explanation of content:

- **CRS:** CRS or GDS used by travel agency
- **AGENCY:** IATA/ARC number of travel agency
- **PSEUDO:** Pseudo City code of travel agency in their respective GDS system
- **PNR ORIGINAL:** GDS record locator for debited transactions
- **CREATION DATE:** Date of creation of the original PNR.
- **CANCELLATION DATE:** Date of cancellation of the duplicated PNR.
- **PNR DUPLICATED:** GDS record locator identified as duplicated. Or it can be also "Dupe Segment" in the case when a segment was duplicated into the same PNR.
- **PAXNAME:** Name of first passenger on PNR; please note that only the name of the first passenger appears; for total number of passengers see PAX.
- **FLIGHT DATE:** Flight date of the segment.
- **ORIGIN:** segment origin on itinerary.
- **DESTINATION:** segment destination on itinerary.
- **PAX:** Number of passengers on the PNR.

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- **CHARGE USD:** Charge per segment-passenger into the PNR, which is USD 15.00 per segment-passenger or the equivalent in local currency.
- **CHARGE LOCAL CURRENCY:** Charge per segment-passenger into the PNR, converted to local currency.

IATA Ne Agency Country Cost : You are	Name :	1234567 AGENCIA I EL SALVAI \$150.00 ged in concept of	DOR	ling to the following d	etail:							
CRS	AGENCY	PSEUDO	PNR ORIGINAL	CREATION DATE	CANX DATE	PNR DUPLICATED	PAX NAME	FLIGHT DATE ORIG	IN DESTIN	PAX	CHARGE USD	CHARGE LOCAL CURRENCY
1X	1234567	ABCD	INNJCB	20080715	20080716	LEKPVB	MAGANA/ROLANDO	20080731 SAL	SFO	1	15	15
1X	1234567	ABCD	INNJCB	20080715	20080716	LEKPVB	MAGANA/ROLANDO	20080810 SFO	SAL	1	15	15
1Y	1234567	SAL1SXYZ1	2A3Q9L	20080717	20080717	Z9ZTDC	CABRERA JOSE DANIEL	20081219 MIA	SAL	1	15	15
1Y	1234567	SAL1SXYZ1	4XOEXX	20080728	20080728	Dupe Segment	MARROQUIN JOSE	20080804 PTY	SAL	1	15	15
1Y	1234567	SAL1SXYZ1	X5XO3S	20080711	20080711	Dupe Segment	FLORES KARLA	20080813 SAL	ORD	1	15	15
1Y	1234567	SAL1SXYZ1	X5XO3S	20080711	20080711	Dupe Segment	FLORES KARLA	20081120 ORD	SAL	1	15	15
1Y	1234567	SAL1SXYZ1	YM55LJ	20080701	20080702	YZUXIC	REGALADO JESSICA	20080710 LAX	SAL	1	15	15
1Y	1234567	SAL1SXYZ1	YM55LJ	20080701	20080702	YZUXIC	REGALADO JESSICA	20080828 SAL	LAX	1	15	15
1X	1234567	EFGH	PULLOR	20080728	20080728	OAJIWQ	RIVAS/JULIA	20080807 LAX	SAL	1	15	15
1X	1234567	EFGH	PULLOR	20080728	20080728	OAJIWQ	RIVAS/JULIA	20080915 SAL	LAX	1	15	15
											\$150.00	\$150.00

Debit memo disputes:

Include the complete record for both reservations identified as duplicates, showing that they were not created by the same travel agency and office ID (same IATA/ARC and office Id).

Distribution & Content Manager

TACA International Airlines