

DSL/INC/ 043/2022-23/IMS/MKTGNR

03rd MAY 2022

All Travel Partners,
Northern Region.

SUBJECT: WAIVER CODE FOR SITA OUTRAGE - 02 MAY 2022.

Consequent to system glitch at SITA PSS end 02nd May 2022, resulting in SSR TKNE not getting appended to PNRs during revalidation for host bookings and for GDS bookings, there have been several cases where tickets had to voided or cancelled or re-booked.

Since, the number of affected tickets cannot be ascertained as of now, it has been decided to provide a one-time waiver for charges on such cancellations or re-bookings for all 098 affected documents with primary issue date on 02 May 2022.

Waiver code to be used: 06/GDS/2022

Please incorporate meal / seat request along with passengers contact number while creating a PNR.

Air India 24 7toll number 1860 233 1407

Stay Safe, Stay Healthy,

Team Air India Marketing,
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