



中国南方航空
CHINA SOUTHERN

Notice

4 July 2019

Marketing and Sales Division

Dear Overseas Office,

There are increasing number of complaints in recent days due to the delay of notification to passengers by overseas agents after the flight schedule change or cancellation. With the aim to provide a better service to our passengers, increase the service quality of agents, and reduce the number of complaints, this notice about improving the service of flight change (including flight time change and flight cancellation) is published:

- A. Overseas agents must input the contact number of passengers exactly when reserving a seat. Agent's e-mail address is needed when passenger's contact number is not available.
- B. Since 4 July, 2019 China Southern will send messages about flight change information to specific agents' e-mail address via NPS system.
- C. Overseas agents must clear the Qs regarding China Southern flight change timely and send the messages about China Southern flight change received from GDS or e-mail to passengers via e-mail, SMS, APP or system developed by themselves.
- D. China Southern will charge the agent a penalty in the local currency of the equivalent of 1,000 RMB when receiving passenger complaint caused by the delay of the action stated in Article C.
- E. Notice is effective from the date of issue: 4 July 2019.