

15<sup>th</sup> of November 2006

# Press Release

## Carpatair passengers on Italian routes say GOOD BYE to paper tickets!

Timisoara, November 15, 2006. The first two weeks of November brought Carpatair a new success: the issuance of the first electronic tickets on all 8 Italian destinations: Turin, Milan, Bologna, Florence, Ancona, Rome, Venice, and Verona.

On October the 25th, Carpatair became the first Romanian airline company to succeed in introducing the E-ticketing by issuing the first electronic tickets on the Timisoara-Paris, Timisoara-Chisinau, Timisoara-Lviv routes and also on domestic flights to Iasi, Suceava, Bucharest, and Constanta. After that, Carpatair went on introducing the program on all other flights, the "Italy" step successfully closing on 15 November the same year. From this date on, all tickets issued for the passengers, travelling from Italy to any of the operated destinations in Romania, Moldova or Ukraine would be in electronic format. This way, Carpatair passengers could say 'Good Bye' to paper tickets.

Carpatair estimates the issuance of electronic tickets for other 4 of its destinations to Germany (Stuttgart, Munich, Dusseldorf, Frankfurt am Main), starting with the first half of December 2006. With this accomplished, Carpatair manages to comply 100% with the most important IATA project, called "Simplifying the Business", whose purpose is to eliminate all the paper documents used for passengers and cargo in air transportation industry by 31 December 2007.

What are the advantages of E-ticketing for passengers, travel and ticketing agencies and airlines?

For passengers, the issuance of electronic tickets considerably reduces the time for preparing their travel and increases its convenience. A single electronic ticket can be used by a passenger easily and with no stress for a travel throughout the world, giving them the possibility to change reservation even among several airlines, but most importantly, it eliminates a stressful, unpleasant situation like ticket loss or damage.

An electronic ticket does not need to be printed for the check-in formalities. From now on, check-in processing can be done only based on a valid passport or identity card. The information regarding the itinerary, flight number, fare and booking class remain stocked in the airline's database.

To travel agencies and ticketing offices, E-ticketing allows operating the possible changes of the passenger's itinerary in real time, but also the elimination of charges for the issuance of a paper ticket, etc.

Concerning the airlines, IATA estimates approximately 300 million-dollar saving for over 300 million paper tickets used per year. This economy would result from the elimination of printing costs, distribution, storage and manual processing of the information on the ticket. Meanwhile, frauds would be eliminated as well.

In 2005, Carpatair became the first Romanian airline examined by IOSA (IATA Operational Safety Audit) and had very good results; this allowed us to join IATA (International Air Transport Association) as a member with full rights. In 2005, Carpatair acquired and began the implementation of four IT solutions developed by the worldwide leader in IT and Aeronautic Communications – SITA (Société Internationale de Télécommunications Aéronautiques).

One of the four applications acquired from SITA was E-Ticketing.

**Carpatair Marketing Department**