GUIDELINES FOR SRILANKAN AIRLINES E-TICKET ISSUANCE

This document would provide guidelines and procedures related to E-Ticket issuance on SriLankan Airlines effective 1 Jun 08.

1. Ticket issuance Policy

Effective 1 Jun 08, paper tickets must not be issued on BSP neutral paper ticket stock using SriLankan Airlines accounting code (UL 603)

SriLankan airlines to be selected as ticketing carrier by travel agents when issuing E-Tickets to cover journeys which include.

✓ Travel entirely on UL flights
✓ Travel Partially on UL flights with selected interline partners [ refer; Table 1]

UL non e-ticket enabled interline partners -

If the interline airline is not mentioned in table 1, SriLankan Airlines must not be selected as a ticketing carrier. (UL tickets cannot be issued in such instances).

Exception -

Ticket issuance with LH / JL sectors -

SriLankan Airlines have bi-laterally agreed with LH & JL to accept each others paper tickets. Therefore AS AN EXCEPTION, UL can be selected as a ticketing carrier with LH & JL, to issue paper ticket in UL offices against a V-MPD.

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2. Interline e-ticket issuance (IET) on SriLankan Airlines

SriLankan Airlines has completed IET with the following airlines.
SriLankan flights can be combined as a part of the interline journey with these carriers.

[Table 1] -

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<tbody>
<tr>
<td>9W</td>
<td>JET AIRWAYS</td>
<td>MH</td>
</tr>
<tr>
<td>AA</td>
<td>AMERICAN AIRLINES</td>
<td>MI</td>
</tr>
<tr>
<td>AC</td>
<td>AIR CANADA</td>
<td>MK</td>
</tr>
<tr>
<td>AI</td>
<td>AIR INDIA</td>
<td>MP</td>
</tr>
<tr>
<td>AY</td>
<td>FINNAIR</td>
<td>NH</td>
</tr>
<tr>
<td>AZ</td>
<td>ALITALIA</td>
<td>NW</td>
</tr>
<tr>
<td>BA</td>
<td>BRITISH AIRWAYS</td>
<td>NZ</td>
</tr>
<tr>
<td>BD</td>
<td>BRITISH MIDLAND AIRWAYS</td>
<td>OA</td>
</tr>
<tr>
<td>BI</td>
<td>ROYAL BRUNEI AIRLINES</td>
<td>OS</td>
</tr>
<tr>
<td>BR</td>
<td>EVA AIRWAYS</td>
<td>OZ</td>
</tr>
<tr>
<td>CO</td>
<td>CONTINENTAL AIRLINES</td>
<td>PG</td>
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<tr>
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<td>CATHAY PACIFIC AIRWAYS</td>
<td>PR</td>
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<td>PS</td>
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<td>EI</td>
<td>AER LINGUS</td>
<td>PX</td>
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<tr>
<td>EK</td>
<td>EMIRATES</td>
<td>QF</td>
</tr>
<tr>
<td>ET</td>
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<td>QR</td>
</tr>
<tr>
<td>EY</td>
<td>ETIHAD AIRWAYS&lt;</td>
<td>RJ</td>
</tr>
</tbody>
</table>
3. Amending bookings in ET

When making a change to a booking that has previously been issued as an e-ticket, it is imperative that follow up action is taken either to;

a) Revalidate the original e-ticket or

b) Reissue an e-ticket through your GDS to reflect the new itinerary.

If a mismatch between the itinerary in the booking and the e-ticket exist, it may lead to check-in delays on departure and inconvenience for passengers.

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4. E-ticketing of Infants (INF) on interline journeys -

If the journey is entirely on UL flights, infant tickets can be issued as ET.

Additionally, UL has activated infant ET with following interline partners.

[Table 2]

<table>
<thead>
<tr>
<th>CO</th>
<th>CONTINENTAL AIRLINES</th>
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</thead>
<tbody>
<tr>
<td>AC</td>
<td>AIR CANADA</td>
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<tr>
<td>KE</td>
<td>KOREAN AIR LINES</td>
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<td>GULF AIR</td>
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<td>PG</td>
<td>BANGKOK AIRWAYS</td>
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<td>SIEM REAP AIRWAYS</td>
</tr>
<tr>
<td>MH</td>
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<tr>
<td>PR</td>
<td>PHILIPPINE AIRLINES</td>
</tr>
<tr>
<td>ET</td>
<td>ETHIOPIAN AIRLINES</td>
</tr>
<tr>
<td>SK</td>
<td>SAS</td>
</tr>
<tr>
<td>SV</td>
<td>SAUDI ARABIAN AIRLINES</td>
</tr>
<tr>
<td>MA</td>
<td>MALEV HUNGARIAN</td>
</tr>
<tr>
<td>BI</td>
<td>ROYAL BRUNEI AIRLINES</td>
</tr>
<tr>
<td>OA</td>
<td>OLYMPIC AIRLINES</td>
</tr>
</tbody>
</table>
Other IET enabled airlines (not in table 2), have technical limitations to accept infants who are travelling as part of an interline journey involving SriLankan Airlines.

Infant ticketing instructions - refer page 4.

5. **Ticketing destinations which are not e-ticket enabled**

The same process to request a paper ticket should be followed for itineraries that contain airports / destinations that are not yet e-ticket enabled.

Ticketing instructions - refer page 5.

6. **IET partners that do not support OPEN flight segments.**

SriLankan will not support issuance of open dated E-tickets with any Interline carrier. Therefore an e-ticket can not be issued if it contains an OPEN dated sector with any interline carrier.

Interline ET’s will have to be issued with reservations made on specific flights & dates.

If the journey is entirely on UL flights, ET’s can be issued with an open segment.

7. **Itineraries containing more than 16 segments**

UL will deal with itineraries only up to 16 segments.

8. **Consequences of paper tickets issued before 1 June 08**

Paper tickets issued prior to 1 Jun 08, will remain valid for a period of 1 year from date of ticket issuance. Any change to such a ticket will have to be re-issued as an ET, based on UL ticket policy.
Ticketing Procedures -

A) Infant ticketing on interline journeys -

- Issue the ticket for adult in the normal way as an ET and issue the Infant ticket on a paper ticket by means of the V-MPD process.

Procedure to issue the V-MPD -

Complete V-MPD for each Infant passenger to be ticketed

Enter the following mandatory fields

- NAME OF PAX
- REASON FOR ISSUE
- REASON FOR ISSUANCE CODE
- AIRLINE CODE
- FARE
- TAXES
- SVCE CHARGES / TAX ON MPD
- PNR REF
- FORM OF PAYMENT
- ISSUED IN COMBINATION WITH - Associated ticket no for adult (10 digits starting with 603)

Enter the V-MPD number in the PNR as an OSI item and inform UL office

e.g. OSI UL VMDP XXXXXXX

V-MPD to be sent to UL through the BSP link.

UL offices will cross check the V-MPD value as against the payment to be collected.

Upon allowing adequate time to check the accuracy of the V-MPD, UL office would issue the paper ticket on next day.

Travel agent should make arrangements for the passenger to collect the ticket at the Airport ticket counter or City ticket office.

B) Ticketing journeys with LH / JL segments -

- UL can be selected as a ticketing carrier with LH & JL journeys, to issue paper ticket in UL offices

Procedure to issue the V-MPD -

Complete V-MPD for each passenger to be ticketed

Enter the following mandatory fields

- NAME OF PAX
- REASON FOR ISSUE
- REASON FOR ISSUANCE CODE
- AIRLINE CODE
- FARE
- TAXES
Enter the V-MPD number in the PNR as an OSI item and inform UL office
  e.g. OSI UL VMPD XXXXXXX

V-MPD to be sent to UL through the BSP link.

UL offices will check the V-MPD value as against the payment to be collected.

Upon allowing adequate time to check the accuracy of the V-MPD, UL office would
issue the paper ticket on next day.

Travel agent should make arrangements for the passenger to collect the ticket at
the Airport ticket counter or City ticket office.

C) Changes to the existing ET’s -

- Any change to a booking that has been issued as an e-ticket, need to be
  revalidated or re-issued by means of the V-MPD process.

Procedure to issue the V-MPD -

Complete V-MPD for each passenger to be ticketed

Enter the following mandatory fields
  NAME OF PAX
  REASON FOR ISSUE
  REASON FOR ISSUANCE CODE
  AIRLINE CODE
  FARE
  TAXES
  SVCE CHARGES / TAX ON MPD
  PNR REF
  FORM OF PAYMENT

Enter the V-MPD number in the PNR as an OSI item and inform UL office.
  e.g. OSI UL VMPD XXXXXXX

V-MPD to be sent to UL through the BSP link.

UL offices will check accuracy V-MPD value as against the payment to be collected.

Upon allowing adequate time to check the accuracy of the V-MPD, UL office would
re-issue / re-validate the ticket on next day.

Travel agent should make arrangements for the passenger to collect the ticket at
the Airport ticket counter or City ticket.

D) Ticketing destinations which are not e-ticket enabled

- Paper ticket issuance should be followed for itineraries that contain airports
  that are not yet e-ticket enabled, by means of V-MPD process.
Procedure to issue the V-MPD -

Complete V-MPD for each Infant passenger to be ticketed

Enter the following mandatory fields
- NAME OF PAX
- REASON FOR ISSUE
- REASON FOR ISSUANCE CODE
- AIRLINE CODE
- FARE
- TAXES
- SVCE CHARGES / TAX ON MPD
- PNR REF
- FORM OF PAYMENT

Enter the V-MPD number in the PNR as an OSI item and inform UL office.
  e.g. OSI UL VMPD XXXXXXX

V-MPD to be sent to UL through the BSP link.

UL offices will check accuracy V-MPD value as against the payment to be collected.

Upon allowing adequate time to check the accuracy of the V-MPD, UL office would issue the paper ticket on next day.

Travel agent should make arrangements for the passenger to collect the ticket at the Airport ticket counter or City ticket office.