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Cathay Pacific Airways Regional Office  
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415-982-3242 Fax 415-397-8731

# Cathay Pacific Airways

December 10, 2009  
Holders of Cathay Pacific Airways/USA Contracts  
Dear Sir/Madam:  
**Subject : AUTO SUSPEND OF CX (160) EXPIRED ET COUPONS**

Please be advised that, with immediate effect, expired ET coupons will be changed to "SUSPEND" status automatically by CX ET Server System. This measure will take place based on the ticket validity (NVA) shown on the last ET coupon of the entire ET itinerary.  
For example, the following ET scenario will cause the AUTO SUSPENSION of coupon status on/after 02FEB10, because of the incorrect entry of NVB/NVA date (not valid before/not valid after date) shown on the last coupon HKG/LAX :-

ISSUED BY: CATHAY PACIFIC AIRWAYS ORG/DST: LAX/LAX  
DOI: 11DEC09 IATA OFFC: 05995883 POI: SANFRANCISCO(1)  
E/R: NONEND NONREF NONREROUTABLE  
TOUR CODE: 09USA009FF500  
PASSENGER: EXAMPLE/ABC MR  
EXCH: CONJ TKT:  
LAX-HKG CX 883 M 20JAN 2220 OK MLXSPCL 20JAN0/20JAN0 PC OPEN FOR USE  
RL:LD7CM /  
HKG-LAX CX 880 M 01FEB 2345 OK MLXSPCL **01FEB0/01FEB0 PC SUSPENDED**  
RL:LD7CM /  
FC:"M" 20JAN10LAX CX HKG400.00 CX LAX Q4.25 400.00NUC804.25END ROE1.000000  
XT USD 5.00XA USD 7.00XY USD 5.50YC USD 15.50HK USD 89.20YR USD 4.50XFLAX4.5

**However , please see example below with ET issued showing the correct NVB/NVA date per your CX contract rules governing the MIN/MAX validity requirement , then the last coupon HKG/LAX will only be AUTO SUSPENDED on/after 21JUL10 ( ie after 6 months MAX validity)**

ISSUED BY: CATHAY PACIFIC AIRWAYS ORG/DST: LAX/LAX  
DOI: 11DEC09 IATA OFFC: 05995883 POI: SANFRANCISCO(1)  
E/R: NONEND NONREF NONREROUTABLE  
TOUR CODE: 09USA009FF500  
PASSENGER: EXAMPLE/ABC MR  
EXCH: CONJ TKT:  
LAX-HKG CX 883 M 20JAN 2220 OK MLXSPCL 20JAN0/20JAN0 PC OPEN FOR USE  
RL:LD7CM /  
HKG-LAX CX 880 M 01FEB 2345 OK MLXSPCL **20JAN0/20JUL0 PC OPEN FOR USE**  
RL:LD7CM /  
FC:"M" 20JAN10LAX CX HKG400.00 CX LAX Q4.25 400.00NUC804.25END ROE1.000000  
XT USD 5.00XA USD 7.00XY USD 5.50YC USD 15.50HK USD 89.20YR USD 4.50XFLAX4.5

Therefore, as a friendly reminder, it is **IMPERATIVE** that all ET should be issued showing the appropriate NVB/NVA date (with your manual adjustment ) at time of ET issuance. So as to avoid unnecessary inconvenience caused to the passenger who cannot change travel date on an AUTO SUSPENDED coupon while travel enroute.

Sincerely,  
Lisa R. Manning  
Manager, Revenue Management Unit

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