

## Frontier Airlines Travel Agency FAQ's

Dear Travel Agency Partner:

Frontier Airlines is planning to transition host reservation systems soon and will be changing many processes and procedures related to our travel agency relationships. Please review the following frequently asked questions to help answer any questions or concerns that you may have about the upcoming transition.

The following information and resources are provided to help ensure that our travel agency partners are informed with the latest news and information including policies and procedures that will make the journey easier for everyone.

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### **What is the new Frontier Airlines Host System?**

Frontier Airlines (F9) will be hosted in Navitaire (1N) NewSkies system.

### **When is this change occurring?**

The host transition will begin on Friday, March 6. All GDS's will be shut off at 10 p.m. MST on March 6. Agencies should not make changes to existing PNR's or create new PNR's during the down time as there will be no connectivity to the Frontier host system. The Sabre GDS will be brought back online by 6 a.m. MST on Monday, March 9. The Travelport and Amadeus GDS's will be brought back online by 6 a.m. on Tuesday, March 10.

### **What GDS's will Frontier participate in?**

Frontier will participate in the following Global Distribution Systems: Amadeus, Sabre and Travelport (including Apollo, Galileo and Worldspan).

### **What connectivity will Frontier utilize to communicate with the GDS systems?**

Frontier utilizes teletype (TTY) connectivity for availability and will open and close inventory with AVS messaging. F9 flight schedules will be available for booking up to 180 days in advance of departure date in the GDS systems.

### **Will Frontier continue to be an Electronic Ticketing carrier?**

No, as of the cutover, Frontier Airlines will be a completely ticketless airline. We will not accept paper or electronic tickets (ET) as valid for travel.

**What happens to the Electronic Tickets that were issued before the host cutover to Navitaire?** Any Electronic Tickets previously issued by travel agencies will be converted to ticketless records and the segments will be under the financial control of Frontier Airlines. Travel agencies will be able to access their original PNR and make changes to the segments, but will be required to include a credit card form of payment for change fees and additional fare to be collected. Any refunds to Electronic Tickets

previously issued by travel agencies that have been converted to ticketless transactions must be done by Frontier Airlines representatives.

**What happens if there are bookings that are not ticketed before the cutover?**

Any bookings created before the PNR migration from the old hosting system to Navitaire on March 7 MUST be ticketed in order to be converted to a ticketless transaction in the new system. Any bookings that do not have Electronic Tickets associated with them will be cancelled.

**Is there a Hold Period for GDS bookings in Navitaire?**

Bookings can be put on hold for 4 hours only if the form of payment is not included at End Transaction. At End Transaction, Frontier will return the valid price of the itinerary requested and if acceptable, then agents are requested to submit the FOP (form of payment) at that time. Once payment is received, the record will be updated and is considered balanced or zero due. If payment is not received within the 4 hour window, Frontier automatically cancels the booking and sends a cancellation message to the GDS PNR.

**PLEASE NOTE: Bookings made within 8 hours of scheduled flight departure will require instant payment at the time of the booking creation. A valid form of payment is required to be in the PNR prior to ending the transaction. Bookings made within 8 hours of scheduled flight departure will not be put on a 4 hour hold and will receive a “BOOKING CAN NOT BE PUT ON HOLD” response with an NO status.**

**How does payment for Ticketless Transactions work with Navitaire?**

Travel Agent reservations made via the GDS must transmit a valid form of payment within four (4) hours of the booking creation using a credit card. The reservation will automatically cancel in the Frontier system if payment is not received within four (4) hours. Frontier will process the payment information and return a record locator to the PNR. Once Frontier has confirmed the booking, the segments are validated and any further modifications to the PNR are subject to restrictions and/or fees.

**Will Frontier accept cash or check as Form of Payment for ticketless transactions? No.**

All transactions must be paid with a valid credit card.

**What Credit Cards are accepted by Frontier for ticketless travel?** Frontier

accepts the following credit cards for ticketless travel:

American Express      Discover Card      Master Card      Visa      UATP

Credit cards are processed immediately when the PNR is ended. Frontier will honor a 24 hour refund (from the time of booking) to the original Form of Payment so long as the credit card has been processed. Within the 24 hour period, the travel agency can cancel all of the segments in the PNR and the transaction will be placed on a queue to be worked by Frontier Airlines for a refund to the original credit card form of payment. Please DO NOT call to determine if the refund has been processed.

**What happens if my agency needs a “ticket number” for our back office system?**

Frontier will provide the agency with an Invoice or Reference number for agency internal processing purposes. Invoice or Reference numbers sent from Frontier to assist agencies with mid/back office

processes are not maintained by Frontier and have no association to the value of the ticketless transaction. Frontier cannot retrieve or reference any of the Invoice or Reference numbers sent after End Transaction.

Frontier's Invoice or Reference numbers will begin with 422, but have no relationship to any "ticket number" and cannot be retrieved by Frontier's Revenue Accounting system. The following is an example of message with the Reference or Invoice number returned to the GDS Record:

OSI 1S TKNO 42200740595220  
OSI 1S THIS NBR APPLIES TO TICKETLESS ONLY  
OSI 1S DISREGARD TKNO/AMT DEBITED IF YOU ISSUED PAPER OR ETKT (please disregard this last line of the OSI response. We are working to have it removed.)

**Will I be able to obtain a refund on a ticketless transaction for my client?**

Travel agents may request a full refund for a GDS booking created after the Navitaire conversion, within 24 hours of booking creation, by cancelling all segments within the PNR. The transaction will then be placed on a queue to be worked within the Frontier Airlines system for a refund to the original credit card form of payment.

Beyond 24 hours from booking creation, any amounts due back to the customer will be placed on a Credit Shell that is valid for one (1) year from the date of issue and can be used by the named traveler or subject to a name change fee. Credit Shells can only be redeemed through Frontier Airlines directly. Non-refundable amounts will not be placed on a credit shell.

Any PNR's that were originally issued with Electronic Tickets and then went through the conversion to ticketless can have segments exchanged or cancelled within the GDS, however, change fees and any additional fare required must be sent with the form of payment within 4 hours of the booking or the segments will automatically cancel.

**Will I be able to make changes or modifications to the ticketless transactions for my client?** For any GDS bookings created after the Navitaire conversion, travel agents can make changes or modifications within 24 hours of the original booking being made without incurring any fees or charges, except for a fare difference, as applicable.

Within 24 hours of flight departure, Travel agents MUST contact the Agency Desk for the change.

For migrated transactions, or outside of 24 hours of flight departure, travel agents can make changes and/or modifications via their GDS. A new payment message is required each time a new segment is added, changed or modified on an existing reservation. Customers must pay the applicable change fee plus any fare difference.

**Will Frontier continue to have an Agency Support Desk?**

Yes, the Agency Support Desk Phone Number: 801-401-9001 with Hours: 7 a.m. – 6 p.m. Mountain Standard Time (MST) Monday - Friday (excluding holidays)

**NOTE: Please DO NOT provide this information directly to consumers! This Agency Support Desk is designed to provide support for Travel Agencies specifically. Providing this number to travelers reduces the number of agency calls that we can service and potentially increases your call hold time.**

**What is the General Reservations Number for Frontier?**

The General Reservations Call Center Number: 801-401-9000

**Does Frontier offer an agency commission program?**

Frontier does not pay any travel agency commissions. Our goal is to offer the traveling public “Low Fares Done Right” by allowing them to choose the fares and amenities that are important to them during the travel process.

**Will Frontier’s Fare Families change with this transition?**

At this time we will continue to offer Economy and Classic Plus Fare Families. In the GDS environment you will always receive our lowest available Economy fare for the Class of Service requested from Navitaire. Frontier does not offer discounted fares for children, military, or government. All fares must be booked as (ADT) adult fares.

In the event of fare mismatches, the GDS pricing should be considered informative and only the interactive price returned from Frontier via Navitaire at End Transaction is considered final and valid. If there is no valid fare for the itinerary booked in the GDS, then Frontier will return an NO response. If the flight is closed, sold-out or the specific class of service is closed, then Frontier will return a UC response regardless of the availability shown in the GDS.

**Will Frontier’s fee structure change with this transition?**

Any changes to Frontier’s fee structure will be announced separately. At this time there are no changes to fees planned to coincide with the transition to Navitaire.

**Are there special Payment Formats for ticketless travel?**

Yes. Listed below are sample formats Frontier will support from each of the GDSs. Please consult with your GDS reference materials for specific information on formats.

In each of these examples, the following key applies:

F9= Navitaire Hosted Airline Code (Frontier)	VI = the credit card type: AX, MC, VI, etc.
xxxxxxxxxxxxxxxxxx = credit card number	mmyy = the month and year of expiration
zzzzzzzzzzzzzzzzzz = credit card holder name	NNx = Number of Passengers

**Required EPAY format for Amadeus (1A) Agents:**

SSR EPAY F9 NN1-CC/VIxxxxxxxxxxxxxxxxxx/EXP08 05-FIRST LAST NAME

**Required Guaranteed Ticketing format for Sabre (1S) agents:**

3OTHs/VIxxxxxxxxxxxxxxxxxxxxxxxxEXPmmyy



**What happens in the event of a Schedule Change?**

Upon implementation of a schedule change by Frontier, a message will be generated to the booking agency for action. Travel agents must action the message to synchronize the GDS PNR with the Frontier reservation. Once updated, the new schedule information should be passed on to the customer by the travel agency, ensuring they have the most up-to-date travel information.

If Frontier has a Schedule Change, customers can change the impacted flight to a new flight that is one day prior, one day later or to another flight that day by contacting Frontier Reservations. Any increase in fare and the change fee will be waived. If a customer should choose to cancel their flight as a result of a schedule change, the cancellation fee will be waived and the funds will be placed on a Credit Shell for future use. Actual refunds to the original form of payment will only be given upon customer request after evaluation of the options available by a Frontier representative.

**Does Frontier allow Passive or Open Segments?**

No, Passive segments and Open segments are not permitted.

**Does Frontier have any Interline or Codeshare relationships with other airlines?**

At this time Frontier does not have any interline or codeshare relationships. When making a booking on Frontier all the segments of the PNR must be "F9", no other airlines are allowed to be in the record.

**Does Frontier have any Ticketing and Baggage Agreements with other airlines?**

Frontier does not currently have ticketing and baggage agreements with any other carriers

**What is the maximum number of segments allowed in a PNR?**

A maximum of 16 segments are permitted in a Frontier ticketless transaction. Open segments are not permitted.

**How are infants handled in a ticketless environment?**

Infant ticketless transactions are required for all international flights. The infant fee, if applicable, will be assessed when the SSR INFT is sent by the travel agent, if on the initial booking request, it will be included in the total cost of the booking. If the infant SSR is added after the adult passenger is paid, then the INFT SSR fee can be paid at that time or at time of check in.

For domestic U.S. flights, lap infants under the age of 2 do not require separate ticketless transactions unless they are occupying their own seat.

**Can I correct a passenger name on a ticketless transaction?**

Once the ticketless transaction has been paid, name changes or transfers cannot be completed by the travel agency. However, all Frontier issued tickets regardless of issue date are able to have name changes completed through Frontier's Reservation Centers. These requests will be subject to a name change fee plus any applicable fare difference (Classic Plus tickets are exempt from the fee; fare difference still applies). The name change fee is collected outside the exchange so two separate charges will show the traveler's billing statement. Residual value from the exchange does not apply toward the name change fee.

If you need to make a minor name spelling correction, please contact Frontier's Agency Desk to handle this change.

**Will Frontier continue to accept Unaccompanied Minors?**

Yes. Frontier considers an unaccompanied minor (UNMR) a child between the ages of 5 and under 14 years traveling alone. There is a \$100 per child, per direction cost for unaccompanied minors traveling on Frontier Airlines. Multiple children traveling in the same reservation will only be subject to one fee. Once children reach their fifteenth birthday they are no longer considered unaccompanied minors if they are traveling alone. However, customers may request optional unaccompanied minor assistance for minors age 14 through 17 by calling Frontier. Please let us know that a child will be traveling unaccompanied when making his/her reservation and be prepared to supply the name, address and phone number, as it appears on the photo ID, of the person dropping off and picking up the child. Photo identification is required for both parties who will be dropping off and picking up the child. The child will not be accepted or released without the guardian's photo ID. If you are booking the unaccompanied minor in the GDS, we ask that you call us after receiving your confirmation number to provide us with this information. The unaccompanied minor fee must be paid at the time of check-in. Through flights (enroute stop, but no change of planes) are considered as one segment for the purpose of collecting the unaccompanied minor fee. Frontier will accept unaccompanied minors on all nonstop flights, but not on connecting flights. Unaccompanied minors will be seated in the rear of the aircraft so that the crew can assist them when needed.

**Will Frontier continue to allow pets on board?**

Yes. Pets as carry-on baggage are accepted, when available, for Frontier. Additional fees for pets on board are applicable and can be paid via credit card in the ticketless transaction or collected at the airport or online.

**How will Frontier handle Group Bookings?**

The Specialty Travel Desk offers travel for group bookings on Frontier flights. A group is defined as 10 or more passengers traveling the same itinerary. Refer customers requesting to book 10 or more passengers to the Specialty Travel Desk at 888-601-4296. Their hours are Monday through Friday from 0830-1700 (Central Time). Schedule changes to Group PNRs are handled by the Specialty Travel Desk.

**Will I be able to provide the traveler's Early Returns Frequent Flyer information in the record?** Yes, travel agencies will continue to input the traveler's Early Returns number in the PNR using the same entries as before. The Early Returns numbers remain the same. Each member will be required to change their Early Returns login password the first time they access their account after the conversion to Navitaire.

**How will we be kept up to date on additional changes and policies that arise related to the transition?**

We will continue to update our FAQ's and will post additional information regarding the transition to the new host system on [www.flyfrontier.com](http://www.flyfrontier.com). Watch for additional information from your GDS, ARC Bulletins and other agency information sources. The new [www.flyfrontier.com](http://www.flyfrontier.com) website will have a section devoted to travel agency policies and procedures that will be targeted specifically to address agency questions in the new ticketless environment.

