



August 23, 2011

Dear Travel Agent,

I am writing to ensure you are aware of the introduction of the US Department of Transportation's new Rules for Enhancing Airline Passenger Protections, which affect your sales and marketing of Qantas tickets in the United States (US).

These requirements are in addition to the rules for enhancing airline passenger protections, which already apply to US-based carriers. Some of the existing rules have been extended to foreign carriers and other rules are new.

Some of the new requirements will apply from August 23, 2011 and a brief summary of the key requirements affecting your activities is attached. Further requirements are due to take effect from January 24, 2012 and we will write to you again closer to the time.

Qantas Airways requires all Travel Agents selling our services in the U.S. to comply with the new requirements.

The Qantas Airways Customer Service Plan (USA) further details our customer policy, which fulfils the requirements of the new legislation. The Customer Service Plan (USA) can be accessed via the <http://www.qantas.com.au/travel/airlines/customer-service-plan/us/en> section of Qantas.com.

The full text of the DoT's new rules can be viewed online at:
<http://www.federalregister.gov/articles/2011/04/25/2011-9736/enhancing-airline-passenger-protections#p-3>

Should you have any further questions, please contact the Qantas Industry Centre/North America at 6080 Center Drive, Suite 400, Los Angeles, CA 90045.

Yours Sincerely,

Qantas Airways



ATTACHMENT

Enhanced Airline Passenger Protection

Qantas Airways Limited

Key Requirements for Travel Agents from 23 August 2011

Sales & Marketing

- E-ticket confirmations must specify the Qantas baggage allowance or if this is not practical, Agents must provide a link on their e-ticket confirmations to Qantas baggage policy at: <http://www.qantas.com/baggage>
- Qantas lists fees for optional services on a link from our U.S. home page. Agents must include a link to this page on their e-ticket confirmations. The URL is <http://www.qantas.com.au/travel/airlines/fees-for-optional-services/us/en>
- Opt out selling methods (for example, pre-ticked boxes) for additional optional services are prohibited.
- Post-purchase price increases for fares and optional services are prohibited.
- Change fees cannot be increased after ticket purchase unless the customer has been properly notified of this possibility prior to ticket sale.

Interline and Codeshare

- The fees for optional services for our U.S. codeshare partners are available via links to their respective pages from our fee page <http://www.qantas.com.au/travel/airlines/fees-for-optional-services/us/en>
- Where the ultimate ticketed origin or destination is a U.S. point:
 - in case of codeshare, the Marketing Carrier's baggage allowances and fees apply; and
 - for all other passengers, the baggage allowance and fees that apply at the beginning of the itinerary apply throughout the itinerary.



Flight Disruptions

- Agents should refer to our website at <http://www.qantas.com.au/travel/airlines/flight-status/global/en>

Or call our telephone reservations at toll free number 800-227-4500 for up-to-date information on flight cancellations and diversions and delays of 30 minutes or more.

Refunds

- A full fare refund must be provided if the booked flight is cancelled by Qantas and the customer does not accept alternatives offered.
- All refunds must be provided promptly, meaning within 7 days of identifying that a refund is payable in the case of credit card transactions and within 20 days in the case of other payment forms.

Customer Care

- Customers who have complaints about Qantas scheduled services should be referred to our website at Qantas.com/yourexperiencewithqantas

Or they can write to Qantas Customer Care at Qantas Airways Limited, 203 Coward Street, Mascot, New South Wales 2020, Australia.

Further changes

- Further changes will take effect on 24 January 2012 including mandatory all-inclusive advertising. All fares will have to be advertised and quoted inclusive of government charges and taxes.