FIXPRICE UPGRADE

Process Description

October 14, 2019 HD/D



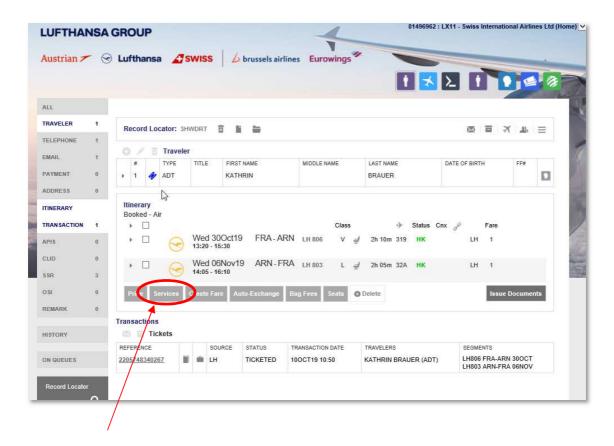
We are happy to inform you that last week we activated Fixprice Upgrade as a new Ancillary Service in Lufthansa Group airlines' Direct NDC API and therewith extend our NDC Smart Offer. With immediate effect, the service is available for Lufthansa. An activation for Austrian Airlines is currently being worked on. Whenever the Fixprice Upgrade option is available, it will be offered via the Service List Response.

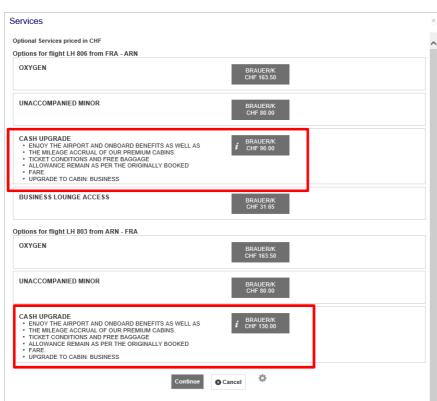
A Lufthansa ticket on a confirmed Lufthansa operating and marketing flight is a prerequisite. Our system checks availability in the target booking class and only offers the service if availability is given. The same conditions apply as for Fixprice Upgrades sold via Lufthansa.com. This includes that ticket conditions including refund and rebooking are defined according to the original ticket. Please note that only the transportation will take place in the higher compartment. Settlement of the Fixprice Upgrade service will be done via an EMD-A with the known payment options.

Various options of upgrades can be offered, such as:

- From Economy Class to Premium Economy Class
- From Economy Class to Business Class
- From Premium Economy Class to Business Class
- From Business Class to First Class

1. A Lufthansa ticket with confirmed Lufthansa operated and marketed flights is a prerequisite for the Fixprice Upgrade:





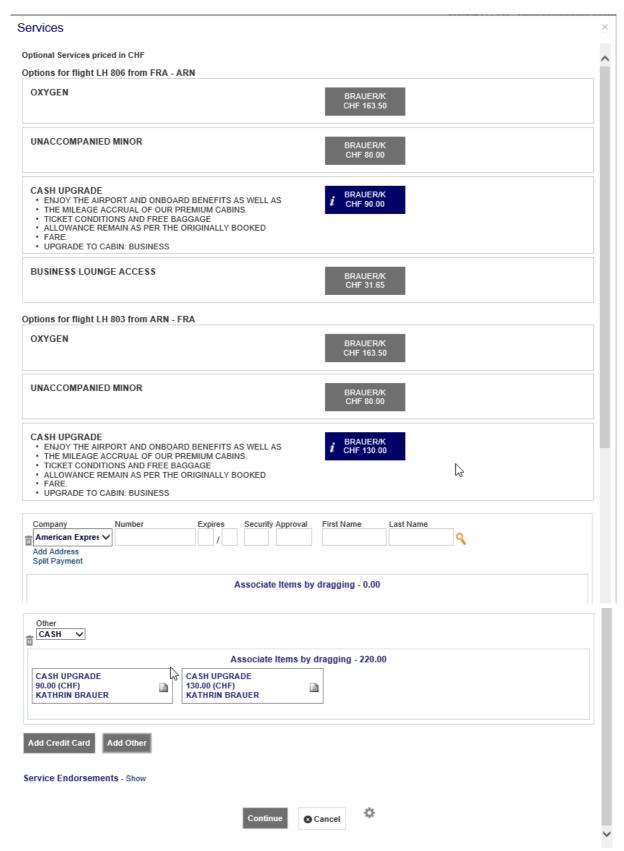
2. With a click on "Services" you will receive the list of available services:

The following types of upgrade are available for Lufthansa (for Austrian Airlines rules will deviate):

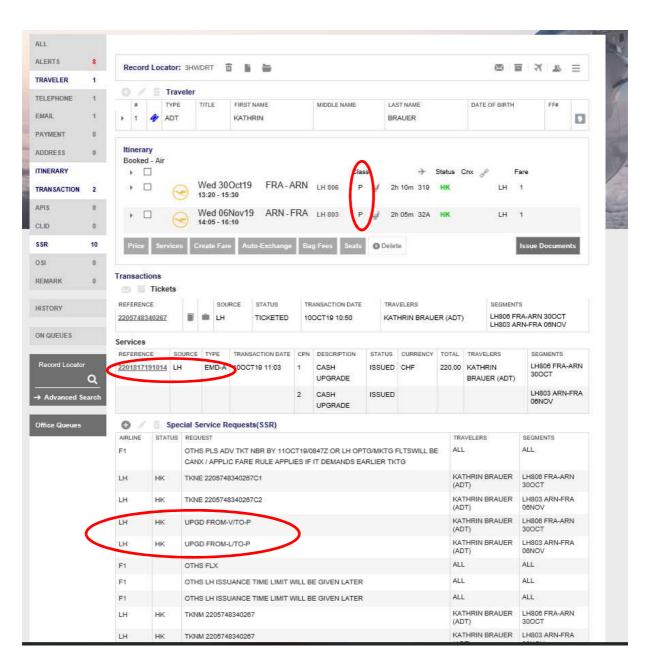
- From Economy Class to Premium Economy Class
- From Economy Class to Business Class
- From Premium Economy Class to Business Class
- From Business Class to First Class

Please note that the price for a Fixprice Upgrade depends on the combination of original RBD and available target RBD. The cheapest available target RBD will be offered and the associated price shown. An upgrade is always done per segment.

3. Select the desired upgrades and the Form of Payment and click "Continue":



4. Fixprice Upgrade has successfully be confirmed:



- The class has been updated to "P"
- The EMD-A has successfully been issued
- The rebooking from original booking classes V and L to target booking classes
 P has successfully been completed

- 5. The FBC and the ticket conditions including baggage allowance and rebooking/refund rules remain unchanged based on the originally booked ticket.
- 6. Please note that the separate refund/void of an upgrade EMD-A is not permitted.
- 7. For a refund and rebooking together with the ticket, the ticket conditions apply.
- 8. Multiple upgrades (i.e. first from Eco to Premium Eco, then from Premium Eco to Business) will not be offered.
- 9. For Austrian Airlines (to be activated soon) separate EMD-As per segment must be issued.