

Exhibit “ I ” – Customer Support

PR Aviation's Customer Support from a Contract Partner's perspective consists of 1st and 2nd level support.

1st level support

Elsy Arres' FaBoWarner, a special bookings monitoring feature, places a warning entry in PR Aviation's Support Centre Tool (SCT) every time a booking is not confirmed.

The SCT is constantly and proactively being monitored by our support team.

Each of the non confirmed bookings is analysed to verify and confirm the cause of the error.

An email is sent to the end-user (consumer making the reservation) to inform him/her about the failure, the cause of it and the steps to take next.

Some examples:

- For some of the failure causes, such as "credit card declined", the end-user already had the option to correct the error and retry the booking.
- In all "error" situations, where a rebook would be successful in 80% or more of the cases, we will offer the end-user to rebook for him/her. When the end-user then confirms and agrees to have the booking retried, the support team member will restart the booking process for that specific case without any changes to the original booking request data. The retry may still fail because of another cause (credit card declined; prices are not the same).
- In case of an "unknown" booking status (we are also not able afterwards to find out the actual cause of the problem) we will inform the end-user that there was a technical problem, of which the actions the end-user has to take depends on whether the booking & credit card details were already sent to the airline(s), or not. If sent, we will ask the end-user to check his/her mail inbox for a possible confirmation mail from the airline(s) and to contact his/her credit card bank to see whether the credit card has been charged by the airline(s), before making a new booking.

2nd level support

Although our support team constantly and proactively monitors the booking processes taking place to see which bookings were not confirmed and why, the support team will not take any action in those cases where PR Aviation's Contract Partner has specifically indicated to inform their end-users about non-confirmed bookings or segments themselves, based on the error codes / messages passed via the Elsy Arres API to their customer service desk.

Only when the message is not clear or need further analysis, the Contract Partner will contact our support team for details on the error/problem, which we consider 2nd level support.



There can also be a so called mixed 1st/2nd support, which is e.g. provided to end-users of contract partners in a language we do not master (e.g. Swedish, Polish, Chinese etc). In such cases PR Aviation's Support Team will provide 1st level support (see above), but will send the support emails in English to Contract Partner's customer desk instead of the end-user. The Contract Partner's customer desk will then translate the information and pass the message on to the end-user in the language of the end-user.

The Contract Partner will also deal with the questions from their end-users and will contact PR Aviation's support team for 2nd level help, if necessary.

Costs :

Most of the basic aspects of the 1st level support, and the related costs, are often embedded in our commercial proposals and agreements . However, depending on the specific required level of customer service, by our B2B partners, an additional personalised SLA (Service Level Agreement) will be drafted.