

From Jean-Francois.Bisson-Ross@aircanada.ca Thu Mar 17 17:39:28 2016
Date: Thu, 17 Mar 2016 20:39:13 +0000
From: Jean-Francois Bisson-Ross <Jean-Francois.Bisson-Ross@aircanada.ca>
To: "secretariat@otc-cta.gc.ca" <secretariat@otc-cta.gc.ca>
Cc: Gabor Lukacs <lukacs@airpassengerrights.ca>, Kerianne Wilson <Kerianne.Wilson@aircanada.ca>, Shoghik Abrahamyan <Shoghik.Abrahamyan@aircanada.ca>
Subject: Response to letter dated March 15 2016 / 15-05627 [I]

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Classification: INTERNAL USE ONLY

Dear Madam Secretary,

Please find our response to Mr Lukacs's letter dated March 15, 2016.

Once again, Air Canada takes issue with Mr Lukacs's gratuitous proposition, filed in the Agency's public record that "Air Canada continues to sabotage compliance" with Decision Let-C-A-6-2016.

Air Canada has complied with Decision LET-C-A-6-2016 and provided a copy of document A-2. Said copy was identical to the copy filed in the Agency's confidential record to the Applicants, following their unequivocal undertaking to keep its contents confidential, through a signed Non-Disclosure Undertaking and given Mr Lukacs's letter of March 4, 2016 (sent by e mail on March 5th).

Document A-2 is an exhibit filed by Air Canada in its Response. As confirmed in Paragraph 6 of the Response "another section of annex A-2 has not been disclosed as it does not relate to Irregular operations or schedule changes and related expenses therefrom". The undisclosed passages relate to Denied Boarding situations, which are not relevant to the present Application.

The present Application is based on Co-Applicant Johnson's Expense Refund Request with respect to his delay due to Irregular Operations and Air Canada's internal recommendations in cases of delays. Said recommendations in cases of delays are alleged by the Applicants to correspond to a "Policy", the Application's only subject. The Applicants have also alleged a contravention by Air Canada to section 122 of the Air Transportation Regulations, by not setting out the "Policy" in its Tariff for passengers affected by Air Canada's failure to operate the service or failure to Operate on schedule. The remedies sought by the Applicants are based on Air Canada's response in case of delays. The Application does not concern Air Canada's recommendations in case of Denied Boarding in any aspect. Air Canada's internal recommendations on Denied Boarding are Irrelevant to any determination of issues raised by the Application.

Air Canada has complied with decision LET-C-A-6-2016 and expects the Applicants to file their Reply in a timely fashion.

Best regards,

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[Part 2, "Air Canadas Response to Application 15-05627]
[(2016.01.20).pdf.pdf" Application/PDF (Name: "Air Canadas Response]
[to Application 15-05627 (2016.01.20).pdf.pdf") 440 KB.]
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