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Via E-mail: Secretary@otc.cta.gc.ca Shanda.Frater@otc-cta.gc.ca

The Secretary
Canadian Transportation Agency,
Ottawa, Ontario K1A 0N9

Attention: Shanda Frater, Analyst

Dear Madam Secretary:

**RE: File No. M4120/13-00661
Dr. Gabor Lukacs and British Airways Plc.
British Airways' further information on Answer to
Q6 of Dr. Lukacs in letter dated August 26, 2013**

In the letter dated August 26, 2013, British Airways provided an attachment named "Details of Exhibit 'B'" that was a PDF document and an accurate copy of the electronic EXCEL spreadsheet that British Airways generated for data recorded by British Airways in the ordinary course of Business. Dr. Lukacs examined the attachment and drew to my attention his concern about the veracity of the information, in particular that it appeared that the number of passengers denied boarding was multiplied by a factor of 3.

British Airways reviewed its data extraction process used to collect the data on denied boarding compensation held in 'Nirvana', a system used by British Airways Customer Service to record compensation paid to passengers. Attached are two PDF files containing copies of screen shots of the information recorded in 'Nirvana' for passenger compensation paid out. The Case ID numbers are set out but the passenger personal information is not disclosed in the screen shots of the 'Nirvana' case files to comply with personal information data protection legislation, in Canada *PIPEDA*. When the Manager Customer Service Administration checked the EXCEL spreadsheet generated in the data extraction process against the data in the 'Nirvana' case files, she discovered that there was an error in the data extraction process whereby the 'Total Number of Passengers' and the 'Claim Vlu' numbers were both multiplied by a factor of '3'. Attached are two EXCEL spreadsheets, one being the data collected during the data extraction process containing the factor of '3' errors and the other being the EXCEL spreadsheet manually corrected to remove the factor of '3' errors in order to set out accurately the data held in the 'Nirvana' case files. On the spreadsheets, the 'Nirvana' case numbers identifying

passenger files are set out in the column entitled ' Case ID' and the EXCEL spreadsheet data can be compared to the 'Nirvana' screen shot data using these numbers.

The spreadsheet information provided by British Airways was from data recorded in 'Nirvana' in the ordinary course of business and was generated using the data extraction process used by British Airways in the ordinary course of business. Unfortunately, although the data held in 'Nirvana' is accurate, an error in the data extraction process resulted in inaccurate numbers in the spreadsheet that had to be manually corrected.

The information provided in our letter of August 26, 2013 on denied boarding compensation for passengers rerouted to arrive at last destination not more than 4 hours after original STA being cash of GBP 125.00 per passenger, and on denied boarding compensation for passengers rerouted to arrive at last destination more than 4 hours after original STA being cash of GBP 250.00 per passenger is accurate.

British Airways regrets the confusion resulting from the error in its data extraction process.

All of which is respectfully submitted.



Carol E. McCall

Solicitor for British Airways Plc

c.c Dr. Gabor Lukacs: email to Lukacs@AirPassengerRights.ca