

INFLIGHT PASSENGER CLAIM REFERRAL

Dear Passenger,

This form is applicable to any situation related to either **AIRCOM** Telephony or **AIRCOM** SMS services and will permit us to improve our service quality. We invite you to return this questionnaire as soon as it is completed, to one of the below noted addresses so we may further investigate the situation and determine if a refund is applicable.

PASSENGER IDENTIFICATION (MANDATORY):

Surname and Name: _____

Address: _____

Phone Number: _____

Fax Number: _____

E-mail address: _____

INFORMATION ON THE FLIGHT CORRESPONDENCE (MANDATORY):

Date/Time of Call: _____

Airline/Flight/Seat Number: _____

Credit Card # (1st 10 digits only): _____

Phone Number Called (AIRCOM Telephony): _____

Mobile Number of SMS sent (AIRCOM SMS): _____

Email address sent to (AIRCOM SMS): _____

Mobile Operator / Service Provider of SMS recipient (AIRCOM SMS): _____

DETAILS OF SITUATION (S)

(Please answer the following questions as applicable to the service utilised):

	Yes	No
1. When you tried to use the service, was it available?	<input type="checkbox"/>	<input type="checkbox"/>
2. Was the quality of the line acceptable? (AIRCOM Telephony)	<input type="checkbox"/>	<input type="checkbox"/>
3. Was your call terminated/disconnected before completion? (AIRCOM Telephony)	<input type="checkbox"/>	<input type="checkbox"/>
4. Was the SMS ever received? (AIRCOM SMS)	<input type="checkbox"/>	<input type="checkbox"/>
5. Did you reach a correspondent other than the one you dialled/SMS/emailed?	<input type="checkbox"/>	<input type="checkbox"/>
6. Did you manage to communicate with the called/SMS/emailed party?	<input type="checkbox"/>	<input type="checkbox"/>
7. Did you get a Display message when using the service?	<input type="checkbox"/>	<input type="checkbox"/>
** If yes to point (7), please indicate which response(s) you obtained:		
a) Sorry, invalid number	<input type="checkbox"/>	<input type="checkbox"/>
b) Sorry, network congestion	<input type="checkbox"/>	<input type="checkbox"/>
c) Sorry, your credit card cannot be accepted by our system	<input type="checkbox"/>	<input type="checkbox"/>
d) Sorry, credit card not honoured at ground	<input type="checkbox"/>	<input type="checkbox"/>

e) Sorry, number busy, please try later



f) Other (Please provide details) _____

GENERAL COMMENT (S)

(Please indicate any relevant element(s) not covered in the above questionnaire and you may have experienced.)

AIRCOM

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