

Improvements to ANA SKY WEB and introduction of ticketing service charge for purchasing international Award tickets

TOKYO December 14, 2011 - On April 1, 2012, ANA will improve systems for issuing award tickets on international flights via ANA SKY WEB website. At the same time, ANA will introduce ticketing service charge for award tickets issued through other channels.

1. Improvements to ANA SKY WEB ticket-issuing facilities

- (1) New system to wait in line for available award tickets on two separate flights

*excludes award tickets for partner airlines.

Previously on ANA SKY WEB, passengers have only been allowed to wait in line for available award tickets on international routes for one designated flight at a time, but from April 1, 2012, passengers will be able to nominate two designated flights (note that some flight plans cannot be booked through ANA SKY WEB).

This new development will increase the number of opportunities for passengers to use ANA SKY WEB for their whole booking procedure for up to two flights from reservation through to ticket issue, including procedures for confirming and changing tickets, making it even easier for passengers to use ANA's award tickets for international flights.

- (2) 7-Day Ticket Availability Search to be Expanded To Partner Companies *1

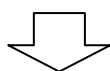
Currently, passengers can search for award ticket availability on specific ANA international routes over a seven-day period, but from summer 2012, ANA will expand this system to include partner companies.

*1 the scheduled roll out date for this service is July 1, 2012 (Sunday)

- (3) Changes to the Application Deadline for Award Tickets on Partner Airlines

Up until now, passengers have only been able to apply for award tickets on partner airlines up until seven days prior to boarding, but for reservations made from April 1, 2012 onwards, they will be available up until four days prior to boarding, in the same way as ANA's own international award tickets.

Current system: Award tickets available from 330 days prior to departure up until seven days prior to departure



New system: Award tickets available from 330 days prior to departure up until four days prior to departure

*Tickets reserved from April 1, 2012 onwards will also be handled in the same way at the ANA Mileage Club Service Reservation Center

2. Introduction of ticketing service charge for Issuing Tickets

ANA will begin levying ticketing service charge on award tickets for ANA international routes and partner airlines issued through ANA's mileage club service center and ANA service counters. in Japan will be 2100 yen (including tax). Prices for other regions are as follows.

Country	fee	Country	fee
Republic of Korea	KRW28,000	Philippines	USD25
China	CNY150	Indonesia	USD25
Hong Kong	HKD200	Malaysia	MYR80
Taiwan	TWD780	USA	USD25
India	INR1,200	UK	GBP10
Singapore	SGD35	Switzerland	CHF20
Thailand	THB800	Other European countries	EUR15
Vietnam	USD25		

Note that passengers who purchase tickets through ANA SKY WEB (<http://www.ana.co.jp>) will continue to receive a charge-free service.

*Ticketing service charge on issuing replacement tickets

Award tickets on ANA international flights and partner company flights will continue to be exempt from ticketing service charge on issuing replacement tickets.

Further details will be available on ANA SKY WEB.

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