

**For the Agents of LLC «Nord Wind»**

We inform you that in accordance with the new provisions of IATA RESO 830d, which regulates the booking procedure for IATA accredited agents, it is necessary to enter in the PNR the customer's contact information (mobile phone number and / or email address) in order to promptly inform passengers in case of flight cancellation or schedule changes.

Passenger contact information must be entered via the CTC SSR format:

- **SSR CTCE** (for email address)
- **SSR CTCM** (for mobile telephone number)
- **SSR CTCR** (for Restricted if a passenger does not wish to receive any notifications)

In case of refusal to provide contact information, it is necessary to inform the passenger that he may not receive information regarding the cancellation of the flight, changes, delays, and enter the relevant information into the PNR through the CTCR SSR.

Agent contact information still needs to be entered in the PNR, regardless of whether the passenger details are provided or not.

This information is published on the airline's website at:

<https://nordwindairlines.ru/ru/agent>

**Thank you for your cooperation!**