

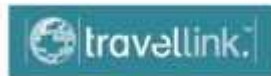
Ensuring Neutrality and Transparency

EP Hearing “Airline distribution channel discrimination”

Brussels, 10 July 2018

Christoph H.L. Klenner, ETTSA





Why the CRS Code of Conduct

CRSs developed and controlled by airlines:
market and content fragmented

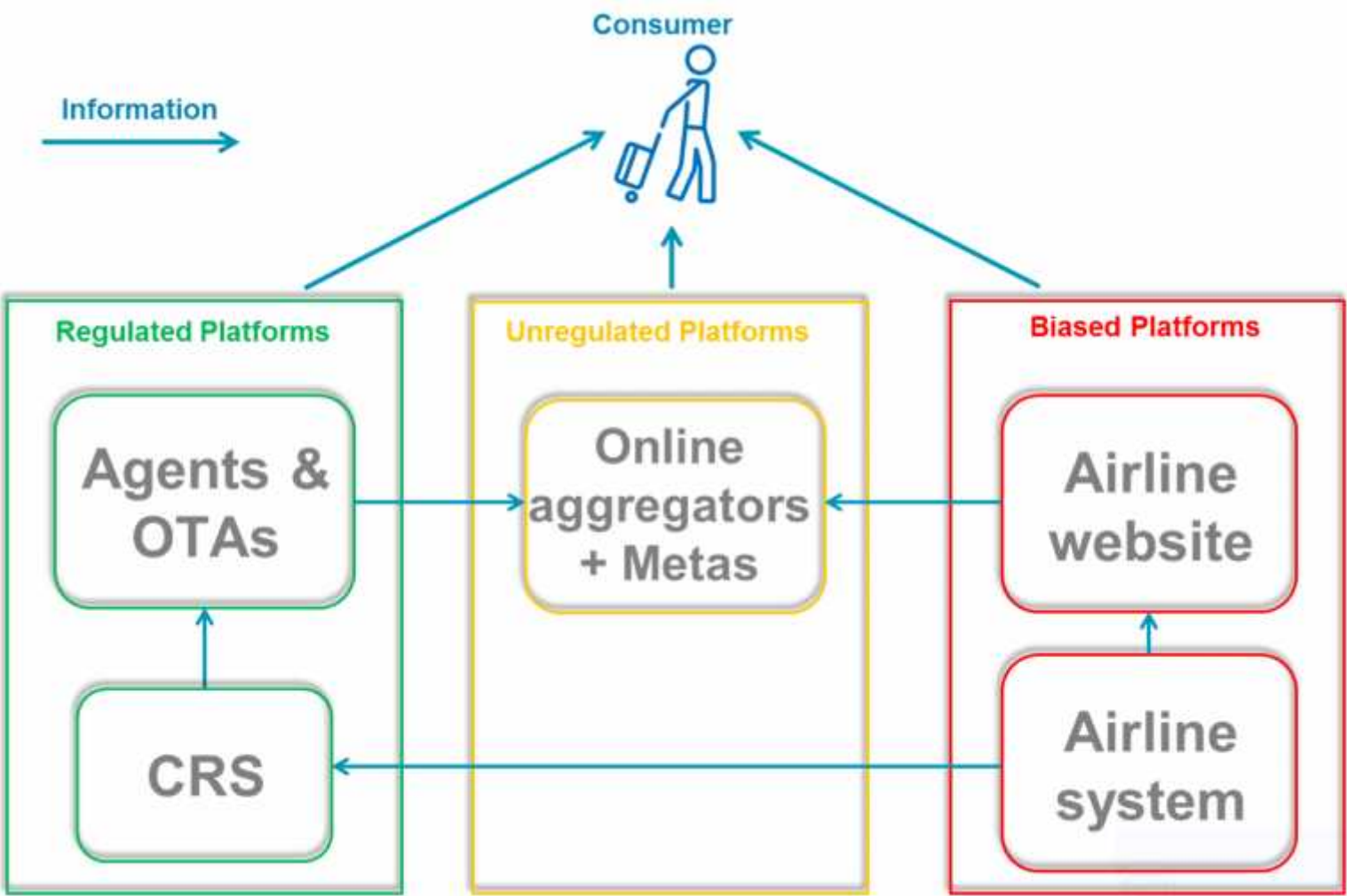


Regulation of CRSs introduced neutrality and
transparency of information...



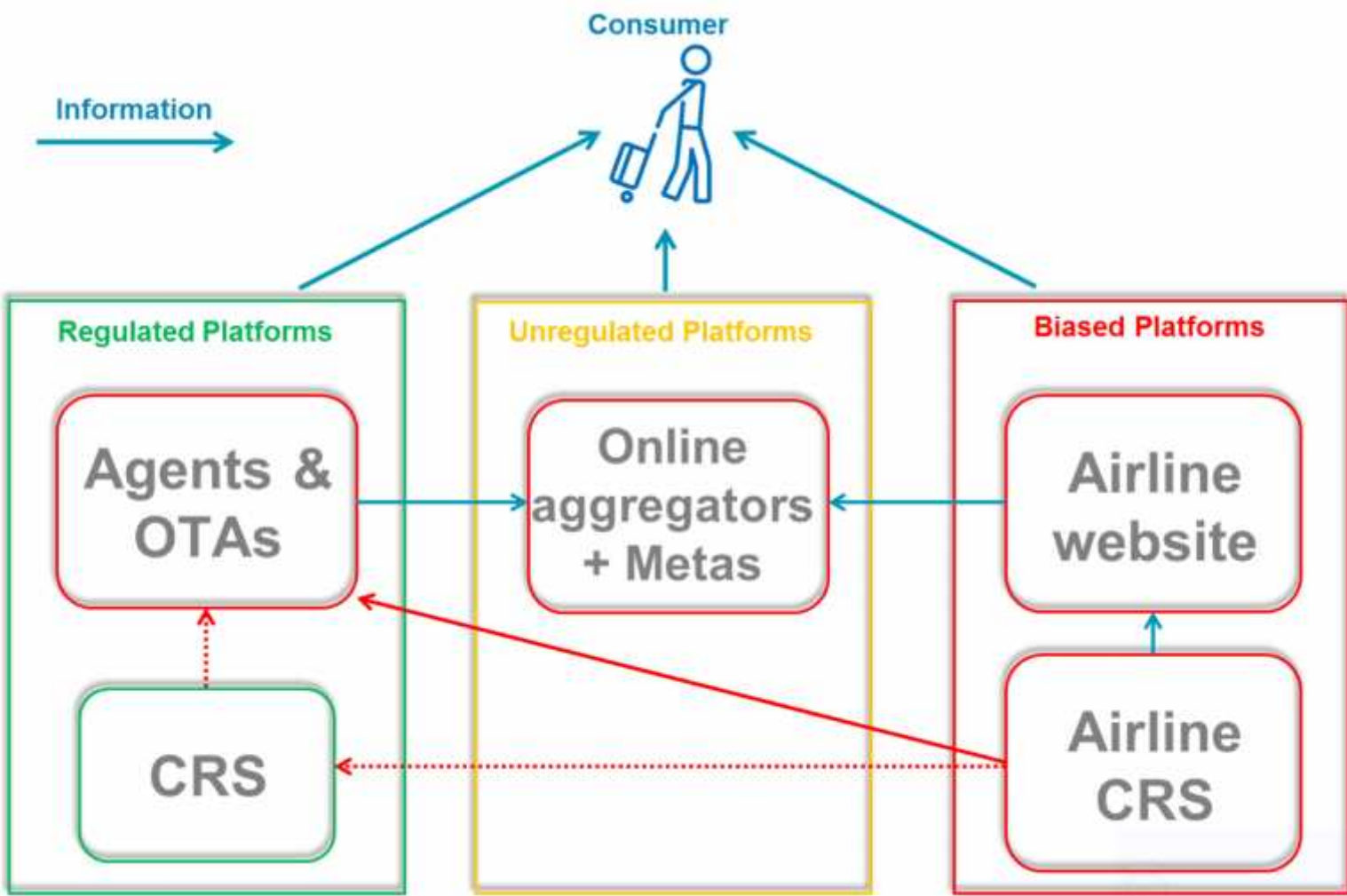
...which led to more competition, more choice and
lower prices for consumers





With the internet came many new distribution channels





Channel discrimination will eliminate all neutral distribution platforms



Complaints against Lufthansa

Complaints
2015

Lufthansa operates a CRS in competition with the independent CRSs but does not follow the non-discrimination rules of the Code of Conduct



DG MOVE
Reply
May 2018

DG MOVE said they will not pursue the case:

- Because the rules are being reviewed and may change in the future
- Because the complainants could bring the cases to national courts
- DG MOVE does not dispute the Lufthansa's conduct is illegal



The Code of Conduct must be updated and enforced

- Must take into account that new powerful distribution channels have emerged over the last 15 years
- Needs to continue ensuring neutrality, transparency and access to information through all distribution channels
- The Commission must enforce the Code of Conduct + all EU law



Thank you!

Christoph H.L. Klenner
Secretary General, ETTSA

cklenner@ettsa.eu

www.ettsa.eu

Twitter: @ETTSA_eu

