

August 8, 2012

BY FACSIMILE: 514-422-5839

BY E-MAIL:

Air Canada
Law Branch
P.O. Box 7000, Airport Station
Dorval, Québec
H4Y 1J2

Gábor Lukács
Halifax, Nova Scotia

Attention: Julianna Fox
Counsel Regulatory and International

Dear Madam/Sir:

Re: Overselling practices and denied boarding compensation (domestic)

This refers to the complaint by Gábor Lukács dated December 12, 2011 alleging that Air Canada's current practice of overselling its domestic flights, and certain portions of Rule 245 of Air Canada's domestic tariff governing compensation for denied boarding, are unreasonable. On December 16, 2011, the Canadian Transportation Agency (Agency) opened pleadings respecting Mr. Lukács' complaint. On January 16, 2012, Air Canada filed its answer, and on January 24, 2012, Mr. Lukács filed his reply. In Decision No. LET-C-A-57-2012 dated April 2, 2012, the Agency stayed proceedings respecting the present complaint pending the issuance of the Agency's final decisions concerning complaints dated June 8, 2009 filed by Mr. Lukács relating, in part, to Air Canada's denied boarding policy. In Decision No. LET-C-A-100-2012 dated July 10, 2012, the Agency lifted the stay following the issuance of final decisions on June 28, 2012 respecting Mr. Lukács' June 8, 2009 complaints.

In Decision No. LET-C-A-105-2012 dated July 19, 2012, the Agency posed interrogatories to Air Canada regarding Mr. Lukács' December 12, 2011 complaint. Air Canada was provided until August 8, 2012 to submit its response to those interrogatories, and Mr. Lukács was provided until August 20, 2012 to file any comments respecting that response. Air Canada, by letter dated August 6, 2012, requests an additional 7 days, i.e. until August 15, 2012, to respond to Decision No. LET-C-A-105-2012. In support of its request, Air Canada advises that key personnel who need to be consulted are currently on vacation, and that the extension is necessary to allow Air Canada to provide complete answers to the interrogatories. In his response dated August 7, 2012 to Air Canada's request, Mr. Lukács indicates that he takes no position on the request, and that if the Agency were to grant such request, he should be provided until August 27, 2012 to submit his comments.

The Agency has reviewed the matter and considers it appropriate to grant the requested extension of time. Accordingly, Air Canada is given until August 15, 2012 to file its response to the Agency's interrogatories, and Mr. Lukács is given until August 27, 2012 to file any comments respecting that response.

Both parties must ensure that each party receives a copy of its respective submission at the time the submission is filed with the Agency.

Should you have any questions, you may contact Mike Redmond by telephone at 819-997 1219, by facsimile at 819-953-7910, or by e-mail at mike.redmond@otc-cta.gc.ca.

Sincerely,

(signed)

Cathy Murphy
Secretary

BY THE AGENCY:

(signed)

J. Mark MacKeigan
Member

(signed)

Geoffrey C. Hare
Member