



September 6, 2012

File No. M 4120-3/11-06673

**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 filed with the Canadian Transportation Agency (the Agency) on December 12, 2011 respecting 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.

In Decision No. LET-C-A-105-2012 dated July 19, 2012, the Agency posed certain questions to Air Canada. On August 15, 2012, Air Canada submitted its response, which included certain confidential information. On August 31, 2012, Mr. Lukács submitted his reply. Mr. Lukács has posed further questions to Air Canada pursuant to section 19 of the *Canadian Transportation Agency General Rules, SOR/2005-35*, (General Rules).

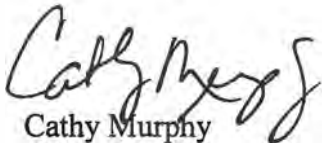
Pursuant to subsection 20(1) of the General Rules, the Agency provides Air Canada until September 17, 2012 to respond to the questions posed by Mr. Lukács with a copy to Mr. Lukács. Mr. Lukács will then have until September 24, 2012 to file a reply with the Agency and a copy to Air Canada.

It is the parties' responsibility to ensure that their submissions are filed within the stated time frames.

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Should you have any questions regarding the foregoing, 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](mailto:mike.redmond@otc-cta.gc.ca).

Sincerely,

  
Cathy Murphy  
Secretary

**BY THE AGENCY:**

J. MARK MACKEIGAN  
Member

Geoffrey C. Hare  
Member