



AIR CANADA

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Air Canada Reports Computer-Telecommunications Issues Resolved and Operations Returning to Normal

- Customers advised to check flight status before going to airport
- Customers should check-in online to save time at airport
- Flexible rebooking policy allows customers to rebook at no fee

MONTREAL, March 12, 2018 /CNW Telbec/ - Air Canada said it has resolved computer-telecommunications issues that affected operations earlier today, but there will be delays and some cancellations due to the outage. Customers are advised to check the status of their flight and check-in online at aircanada.com before going to the airport.

"The computer and telecommunications issues affecting our operations have been resolved and we apologize for any inconvenience this situation has caused. We appreciate our customers' patience and we have arranged additional staffing to get our customers on their way as soon as possible," said Benjamin Smith, President, Passenger Airlines at Air Canada.

Customers travelling today should be sure to check the status of their flight and check-in online at www.aircanada.com prior to going to the airport to avoid delays. For customers who wish to change their travel plans, Air Canada has put in place a flexible rebooking policy to enable customers to change their flights without change fees on a space available basis.

About Air Canada

Air Canada is Canada's largest domestic and international airline serving more than 200 airports on six continents. Canada's flag carrier is among the 20 largest airlines in the world and in 2017 served close to 48 million customers. Air Canada provides scheduled passenger service directly to 64 airports in Canada, 61 in the United States and 98 in Europe, the Middle East, Africa, Asia, Australia, the Caribbean, Mexico, Central America and South America. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network serving 1,300 airports in 191 countries. Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax, which also named Air Canada the 2017 Best Airline in North America. For more information, please visit: www.aircanada.com/media, follow @AirCanada on Twitter and join Air Canada on Facebook.

Internet: aircanada.com

SOURCE Air Canada

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