

**UP-FRONT PLAN**  
**CONFIDENTIAL**



VALID DATES: November 01, 2022 to December 31, 2022

AGENCY: ALTA

ARC: 3179313

**A. Markets and Commission details:**

Markets		Business Cabin			Economy Cabin		
Origin	Destination	1st Letter Farebasis	% UF GDS	% UF NDC	1st Letter Farebasis	% UF GDS	%UF NDC
NAM	COL, NSAM, DSAM, BRA, ARG	C,J	7.00%	12.00%	Y,B,M,H,Q,K,V,U,S,O,W,E	5.00%	10.00%
NAM	COL, NSAM, DSAM, BRA, ARG	D,R	5.00%	10.00%	L,T,A	2.00%	6.00%
USA	CAM, PTY	C,J	5.00%	10.00%	Y,B,M,H,Q,K,V,U,S,O,W,E	3.00%	8.00%
USA	CAM, PTY	D,R	3.00%	8.00%	L,T,A	2.00%	6.00%
CAN	CAM, PTY	C,J	5.00%	10.00%	Y,B,M,H,Q,K,V,U,S,O,W,E	3.00%	8.00%
CAN	CAM, PTY	D,R	3.00%	8.00%	L,T,A	2.00%	5.00%

**B. Market Definition:**

<b>NAM</b>	YYZ, YUL, BOS, IAD, JFK, LAS, LAX, MCO, FLL, MIA, MSY, ORD, DEN, SFO, TPA, ATL
<b>USA</b>	BOS, IAD, JFK, LAS, LAX, MCO, FLL, MIA, MSY, ORD, DEN, SFO, TPA, ATL
<b>COL</b>	ADZ, BAQ, BGA, BOG, CLO, CTG, MDE, PEI, CUC, AXM,SMR
<b>CAM</b>	BZE, SJO, LIR, DAV, SAL, GUA, SAP, MGA, XPL
<b>BRA</b>	BSB, CNF, GIG, MAO, POA, REC, GRU, SSA

<b>DSAM</b>	SCL, MVD, ASU, VVI, PBM
<b>ARG</b>	EZE, COR, ROS, MDZ
<b>NSAM</b>	GYE, UIO, LIM, CIX
<b>CAN</b>	YYZ, YUL
<b>PTY</b>	PTY

## C. Notes:

<b>1. Applicable Carriers</b>	<ul style="list-style-type: none"><li>- Tickets must be plated on CM &amp; CM* (230).</li><li>- Commission only applies on CM/P5 operated flights. According to Table A "Market and Commission Details".</li></ul>
<b>2. Effective Ticketing</b>	<ul style="list-style-type: none"><li>- Commission applies to tickets sold from: <b>November 01, 2022 to December 31, 2022</b></li><li>- No travel date restrictions.</li></ul>
<b>3. Valid Commission</b>	<ul style="list-style-type: none"><li>1- Applicable commission is determined by the first character of the fare basis code.</li><li>2- Endorsement box must state:<ul style="list-style-type: none"><li>- "NON END / VALID CM ONLY / NON REFUNDABLE" for non-refundable tickets.</li><li>- "NON END / VALID CM ONLY / REF ONLY THRU ISSUING AGENCY" for refundable tickets.</li></ul></li><li>3- Commission can be claimed ONLY on tickets originating in Canada or in the United States; either one-way, round-trip or open-jaw, according to Table A "Markets and Commission Details" and table B "Market Definitions". Travel itinerary can start in Canada and finalize in the United States and vice versa. Commission also applies for tickets with Panama Stopover.</li><li>4- Applicable commission should be calculated by direction (origin-destination), according to Table A "Markets and Commission Details"</li><li>5- Applicable commission rate for an Open Jaw ticket will be the one corresponding to the ticket's first destination. This commission will apply for the entire ticket.</li><li>6- Commission may apply on tickets with mixed Fare Basis. Commission should be applied individually for each first letter of the farebasis as described on Table A "Markets and Commission details". In case the commission cannot be prorated, then the lower commission shall apply for the entire ticket.</li><li>7- Commission is allowed on web fares.</li><li>8- Electronic ticket is mandatory and must auto-price in your GDS/Copa Connect Channel. Any forced fares may result in a Debit Memo. Commissions must be calculated against base published fares prior to any taxes, airport fees, customs user fees, passenger facility charges or other similar charges.</li><li>9- Tickets refunded, exchanged or used on other airlines are subject to commission recall.</li><li>10- Commission is not allowed on net fares, group fares and any discounted fares.</li><li>11- Only IATA's /ARC's listed under appendix A can claim commission.</li><li>12- Commission will not apply for tickets booked through an OTA not listed under the Appendix A.</li><li>13- Undercutting is not allowed on CM Fares. Failure to comply with this restriction may result in a Debit Memo.</li><li>14- For itineraries including segments operated by other carriers, the commission ONLY applies to the segments operated by Copa Airlines, according to Table A "Markets and Commission Details". This is NOT applicable to through fares.</li><li>15- Up Front commission for Copa Connect (NDC) tickets will be paid through Net Remit. The agency will not have to manually apply or load the NDC UF Commissions into their internal commission systems. The agency will receive the payment of these commissions through a Credit Memo according the ARC/BSP settlement period. For the tickets issued through the GDS, the agency must continue to configure and apply their Up Front commission according to the conditions established in the table above.</li><li>16- The Agency, its affiliates and booking agencies (consolidation) agree not to purchase or use the keywords, containing any of the Airline's brand names on any search engine. In addition, Agency will also include the following keywords in their list of "negative keywords": copa air, copa.com, copa airlines, copair.com, copa and copair. In case of any breach of this requirement by the agency, Copa Airlines reserves the right to terminate, without any type of penalty or liability, this Incentive Plan immediately.</li><li>17- The agency and its affiliates agree to comply with 830d IATA resolution, which establishes the documentation of the passenger's contact information during the ticket reservation process to facilitate communication during irregular operations. Non compliance with the resolution may result in a future non renewal.</li><li>18- Copa Airlines does not allow the practice of "hidden cities ticketing" or "ghost segments" in which reservations are created and issued for a specific origin and destination, through a connection, but the passenger ends up staying in the connection as the final destination. Detecting high volumes of this practice will suspend the incentive plan.</li><li>19- The agency agrees that by signing this document, they are accepting, acknowledging and confirming that they have read and agreed with Copa's Terms and Conditions uploaded in the airline's agency portal: <a href="https://www.copaair.com/en/web/gs/agency-terms-conditions">https://www.copaair.com/en/web/gs/agency-terms-conditions</a>. Both parties agree that Copa's Terms and Conditions may be updated from time to time and is the agency's responsibility to read and be aware of its content</li></ul>
<b>4. Cancellation</b>	<ul style="list-style-type: none"><li>- Copa Airlines reserves the right to modify or cancel this Commission Agreement at any time upon written notice.</li></ul>

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**APPENDIX A**

<b>APPLICABLE BRANCHES</b>
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