UP-FRONT PLAN
CONFIDENTIAL

VALID DATES: October 01, 2021 to December 31, 2021 **AGENCY:** ALTA **ARC:** 3179313

A. Markets and Commission details:

Markets		Business Cabin		Economy Cabin	
Origin	Destination	First Letter of Farebasis	% UF	First Letter of Farebasis	% UF
NAM	COL, NSAM, DSAM, BRA, ARG	C,J	10.00%	Y,B,M,H,Q,K,V,U,S,O,W,E	8.00%
NAM	COL, NSAM, DSAM, BRA, ARG	D,R	8.00%	L,T	4.00%
NAM	CAM, PTY	C,J	8.00%	Y,B,M,H,Q,K,V,U,S,O,W,E	6.00%
NAM	CAM, PTY	D,R	6.00%	L,T	4.00%

B. Market Definition:

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

ARG	EZE, COR, ROS, MDZ, SLA
DSAM	SCL, MVD, ASU, VVI, PBM
NSAM	GYE, UIO, LIM, CIX
PTY	PTY

C. Notes:

1. Applicable Carriers	- Tickets must be plated on CM & CM* (230). - Commission only applies on CM operated flights. According to Table A "Market and Commission Details".
2. Effective Ticketing	- Commission applies to tickets sold from: **October 01, 2021** to **December 31, 2021** - No travel date restrictions.
3. Valid Commission	1- Applicable commission is determined by the first character of the fare basis code 2- Endorsement box must state: - "NON END / VALID CM ONLY / NON REFUNDABLE" for non-refundable tickets. - "NON END / VALID CM ONLY / REF ONLY THRU ISSUING AGENCY" for refundable tickets. 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. 4- Applicable commission should be calculated by direction (origin-destination), according to Table A ''Markets and Commission Details" 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. 6- Commission may apply on tickets with mixed Fare Classes. Commission should be applied individually for each Fare Class 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. 7- Commission is allowed on web fares. 8- Electronic ticket is mandatory and must auto-price in your GDS. 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. 9- Tickets refunded, exchanged or used on other airlines are subject to commission recall. 10- Commission is not allowed on net fares, group fares and any discounted fares. 11- Only IATA's listed under appendix A can claim commission. 12- Commission will not apply for tickets booked through an OTA not listed under the Appendix A. 13- Undercutting is not allowed on CM Fares. Failure to comply with this restriction may result in a Debit Memo. 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. 15- 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, copaair.com, copa and copaair. 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. 16- 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.
4. Cancellation	- Copa Airlines reserves the right to modify or cancel this Commission Agreement at any time upon written notice.

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CopaAirlines
A STAR ALLIANCE MEMBER

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APPENDIX A

APPLICABLE BRANCHES
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