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DEPT. OF TRANSPORTATION
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BEFORE THE
DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C.

Computer Reservations System (CRS)) Docket OST-97-2881 - 21
Regulations) December 9, 1997

COMMENTS OF PAN AMERICAN WORLD AIRWAYS, INC.
AND PAN AMERICAN AIRWAYS CORP.

Communications with respect to this document
should be addressed to the following:

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make unnecessary and abusive airline transactions that result in unreasonable costs on participating airlines. Pan Am's experience is that the practices described by America West are real and detrimental to the carriers, particularly those that are not affiliated with a CRS vendor. America West asks: (1) for a rule that would allow booking fees only for a transaction involving actual travel; and (2) for a rule requiring a system to deny travel agency users the ability to create a passive booking on an airline if that airline asks the system to terminate that capability. Pan Am believes that this (or similar relief) is needed and in the public interest in order to prevent the imposition of unjustified costs on participating airlines.

Respectfully submitted,



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Dated: December 9, 1997