

May 9, 2023

John Putnam
General Counsel
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

Dear General Counsel Putnam:

The undersigned organizations recently submitted comments individually to the U.S. Department of Transportation's active rulemaking on Enhancing Transparency of Airline Ancillary Service Fees (Docket No. OST-2022-0109). In our comments, each of our organizations expressed concerns with the proposed requirement to show seat fees, cancellation fees, and family-seating fees in text on the first page of flight search results on both airline and ticket agent/flight comparison websites. The proposed rule would also ban hyperlinks and rollovers from providing ancillary fee transparency.

Across our submissions to the Department, we each wrote that the inclusion of this additional information on the first-page search results could have a negative impact on consumers. Individually, we noted the real potential for visually overwhelming consumers with information, which would add to their confusion rather than reducing it regarding the costs of ancillary fees.

At the Department's hearing on its Enhancing Transparency of Airline Ancillary Service Fees rulemaking scheduled for Thursday, March 30, we collectively ask that our shared concerns about the first-page search results mandate be considered. To support consumers in its final rule, the Department should allow for flexibility and innovation in how ancillary fee information is presented to consumers so long as it is early in the purchase process.

Sincerely,

American Society of Travel Advisors (ASTA)

Computer & Communications Industry Association (CCIA)

Global Business Travel Association (GBTA)

Hopper

Sabre

U.S. Chamber of Commerce

U.S. Travel Association