

**AMENDMENT TO H.R. \_\_\_\_\_**  
**OFFERED BY MR. LIPINSKI OF ILLINOIS**

At the end of title VI, add the following:

1 **SEC. \_\_\_\_ . CONSUMER PROTECTION REQUIREMENTS RE-**  
2 **LATING TO LARGE TICKET AGENTS.**

3 (a) IN GENERAL.—Not later than 90 days after the  
4 date of enactment of this Act, the Secretary of Transpor-  
5 tation shall issue a final rule to require large ticket agents  
6 to adopt minimum customer service standards.

7 (b) PURPOSE.—The purpose of the final rule shall be  
8 to ensure that, to the maximum extent practicable, there  
9 is a consistent level of consumer protection regardless of  
10 where consumers purchase air fares and related air trans-  
11 portation services.

12 (c) STANDARDS.—In issuing the final rule, the Sec-  
13 retary shall consider, at a minimum, establishing stand-  
14 ards for—

15 (1) providing prompt refunds when ticket re-  
16 funds are due, including fees for optional services  
17 that consumers purchased but were not able to use  
18 due to a flight cancellation or oversale situation;

1           (2) providing an option to hold a reservation at  
2           the quoted fare without payment, or to cancel with-  
3           out penalty, for 24 hours;

4           (3) disclosing cancellation policies, seating con-  
5           figurations, and lavatory availability with respect to  
6           flights;

7           (4) notifying customers in a timely manner of  
8           itinerary changes; and

9           (5) responding promptly to customer com-  
10          plaints.

11          (d) DEFINITIONS.—In this section, the following shall  
12          apply:

13           (1) TICKET AGENT.—

14           (A) IN GENERAL.—Subject to subpara-  
15           graph (B), the term “ticket agent” has the  
16           meaning given that term in section 40102(a) of  
17           title 49, United States Code.

18           (B) INCLUSION.—The term “ticket agent”  
19           includes a person who acts as an intermediary  
20           involved in the sale of air transportation di-  
21           rectly or indirectly to consumers, including by  
22           operating an electronic airline information sys-  
23           tem, if the person—

1 (i) holds the person out as a source of  
2 information about, or reservations for, the  
3 air transportation industry; and

4 (ii) receives compensation in any way  
5 related to the sale of air transportation.

6 (2) LARGE TICKET AGENT.—The term “large  
7 ticket agent” means a ticket agent with annual reve-  
8 nues of \$100,000,000 or more.

