March 2021

Important changes to Multilateral Interline Traffic Agreements (MITA)

Frequently Asked Questions and Answers

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1. Standards and Multilateral Agreements

Questions	Answers
Is it mandatory for carriers to be MITA member?	It is not mandatory for an airline to be a MITA member.
What are the benefits from being a MITA member?	The Multilateral Interline Traffic Agreement provide the following benefits to carriers: • Ease of use: Becoming part of a recognized industry interline agreement standard, which allows airlines to easily enter into new interline relationships with other carriers without having to go through complex contractual negotiations with each new potential interline partner. • Flexibility: Allows an airline to quickly adapt to market needs by rapidly changing interline agreements where needed (only MITA concurrences need to be updated, not whole agreements) • Efficiency: IATA manages the distribution of MITA to distribution partners, freeing airlines from having to worry about ensuring visibility of their interline changes.
Is the MITA concurrence a prerequisite of establishing an Interline Eticket (IET) Agreement?	There is currently no limitation on the number of contact users on the MITA Portal Service. In any case and to facilitate communication between airline partners, it is recommendable to have at least one Interline Airline Generic Contact recorded in the system.
What is the difference between MITA and BIETA?	The Multilateral Interline Traffic Agreement (MITA) is a single interline agreement under which IATA and non-IATA member airlines can form a contractual relationship to interline. The Bilateral Interline E-ticketing Agreements (BIETA) are included in the MITA publication and provide all the passenger and cargo bilateral E-ticketing interline agreements. BIETA outlines the bilateral agreements whereby passengers and cargo use a standard traffic document (i.e. passenger ticket or air waybill) to travel on various modes of transport involved in a routing in order to reach a final destination.
Should a carrier inform IATA of all its BIETA agreements?	Although there is no obligation for an airline to inform IATA of its BIETA agreements, there is value in having all interline agreements under one repository and many airlines have shared this information.

Does MITA cover Special Prorate Agreements (SPAs)?	No, MITA does not cover Special Prorate Agreements (SPAs).
Is IOSA a requirement and prerequisite to be a MITA member and establish an interline concurrence?	Being a party of the MITA does not require IOSA and many interline partnerships are formed between IOSA and non-IOSA certified airlines.
Are the updates on the MITA Agreements industry standards having any impact on the EMD agreements?	There are no changes on the EMD agreements and EMD is still part of the MITA Agreements. The EMD Agreements will continue to be published in the MITA Manual.
Are the updates on the MITA agreements standards impacting the MITA Cargo?	No, these updates and changes have been focused only on the passenger and interline baggage. In case you would like to know more about Cargo please access www.iata.org/cargo or contact cargo@iata.org.
Does the withdraw from a MITA concurrence implies automatically withdrawing from the Interline Eticket (IET) agreement?	The process is not automatic and upon the effective date of the withdrawal of a concurrence, each party agrees not to issue any Tickets for transportation over the other party unless provided for by a separate agreement.
Will an airline not operating at the moment be removed from MITA?	Based on the latest updates on the MITA Agreements: "10.2.3 In extraordinary circumstances where a significant number of airlines are unable to operate scheduled air services for an extended period of time, IATA may exceptionally suspend Article 10.2.2.4 for a defined period of time. If this occurs, IATA will notify all parties by written notice. " Where the Article 10.2.2.4 states that "Operate scheduled air services as defined in Recommended Practice 1008 for passenger operations and have not had operations suspended for more than 30 days for any reason."
Can you please provide more details of the changes on the effective date of withdrawal? After termination of MITA until when issued documents have to be accepted and honored?	The updates on the MITA Agreements aim to simplify and reduce the voluntary termination notice period to 7 days. If any party to this Agreement wishes to voluntarily withdraw from this Agreement, it shall provide written notice to IATA and such a withdrawal becomes effective on the date specified by IATA when notifying all other parties of this fact. This notification will be issued with a minimum of 7 days prior notice. Upon the effective date of the withdrawal from the Agreement, the party agrees not to issue any

	Tickets or EMDs for transportation over any other party unless provided for by a separate agreement.
How can an airline access the Resolution 780 and the new interline Recommended Practices?	The Resolution 780 is published within the Passenger Standards Conference Resolution Manual, or within the MITA Manual. The new interline Recommended Practices will be published within the Passenger Standards Conference Resolutions. These publications are available at iata.org/en/publications/store/
Are there technical or procedural standards around interactions between ticketed and ticketless carriers	There are not prescriptive standards, however the Recommended Practices provide a starting point of the aspects and processes to be addressed and considered by the interline partners.
Can you please provide more details on the Future Interline Roadmap including the Standard Retailer Supplier Interline Agreement?	In 2021 the aim is to continue the work initiated by the Interline Group in 2019 and develop the Interline Framework with Offer and Order Capabilities. This includes the development of the Standard Retailer Supplier Interline Agreement (SRSIA) together with the set of functional Offer and Order interline standards to support the adoption and implementation of this new framework. The objective is to have a first version of SRSIA (in the form of a Recommended Practice) adopted by the Passenger Standards Conference.

2. MITA Customer Portal

Questions	Answers
Where can I access the MITA Customer Portal?	The MITA Portal is embedded as a Service in the IATA Customer Portal. The IATA Customer portal can be accessed using one of the following URLS: - https://portal.iata.org - www.iata.org/cs
Which airline user can access the MITA Customer portal?	Any airline user responsible for Interlining and partnership matters can request access to the MITA portal to update contact information or view other data. It is mostly an airline own decision. The MITA Portal can be accessed from the landing page of the main IATA Customer Portal on www.iata.org/cs. There is no restriction on accessing the portal from the same personal computer or laptop.
Which type of airline user can request a new MITA concurrence and will this be indicated and checked in the MITA Customer Portal	Any MITA airline can initiate a concurrence request with another MITA member airline; however, IATA has to receive confirmation of agreement from both concurring airlines.
In the MITA Portal, can an Airline add 8 contact users that have the same contact type (e.g. Interline Agreement Manager)?	There is currently no limitation on the number of contact users on the MITA Portal Service. In any case and to facilitate communication between airline partners, it is recommendable to have at least one Interline Airline Generic Contact recorded in the system.
Which type of airline user has access to the MITA Customer Portal and should be responsible to check and maintain the airline contact information there?	Any airline user responsible for Interlining and partnership matters can request access to the MITA portal to update contact information or view other data. It is mostly an airline own decision.
Would it be possible to have in the MITA Customer Portal displayed the effective date for each of the active agreements?	This feature is in scope of planned system enhancements for 2021.
Can an airline export via the MITA Portal the contact information of the interline partners in an excel file?	This functionality is not yet available, and it is part of the MITA Portal roadmap and future planned enhancements.
What is the difference between "Active Agreements" and "Agreements Available" in MITA Customer Portal?	Active Agreements shows a list the airline interline partners with whom the carrier agreed to have an active interline agreement under the MITA umbrella (also known as an airline active concurrences) Agreements available: Serves to view all MITA member airlines with whom the airline DO NOT

	have a concurrence with yet but who are potential opportunities to quickly establish new interline relationships.
Can you please detail the process that airlines will need to follow to request a new interline concurrence?	IATA requires evidence that both airlines have agreed to the new concurrence before activating/recording the new concurrence. This can be accomplished by one airline raising a "New MITA Concurrence" query via the IATA Customer portal and submitting proof of acceptance from the concurring airline, or, the airline can request IATA to contact the partner airline to request acceptance of concurrence. Either way a query must be made via the IATA Customer Portal.
Will MITA Extranet continue to be available for existing and new MITA members?	With the enhancements being made to the new MITA Portal, which is accessible via IATA's Customer Portal, it is IATA's plan to decommission the MITA Extranet pages before end of 2021.
Where can I find more details on the contact information enhancements available on the MITA Customer Portal?	Please refer to the enclosed MITA Customer Portal FAQ document. PDF FAQ MITA Portal_Contact Inforr
Where can I submit further questions on the MITA Customer Portal?	All questions related to any IATA Service should be logged as query in the IATA Customer Portal (www.iata.org/cs). They will be addressed by IATA's Customer Services team.