

Graham Wareham Full Video

Wareham, Graham (Vol. 01) - 06/27/2012 [Air Canada]

1 CLIP (RUNNING 00:22:54.598)

Air Canada - Wareham Clips



GWAREHAM TRIAL 83 SEGMENTS (RUNNING 00:22:54.598)

1. PAGE 9:15 TO 9:17 (RUNNING 00:00:02.854)

15 Q. So we'll get started. Good morning,
16 Mr. Wareham.
17 A. Good morning.

2. PAGE 12:15 TO 12:18 (RUNNING 00:00:05.366)

15 Q. And what is your current position at Air
16 Canada?
17 A. Senior director of distribution and consumer
18 direct.

3. PAGE 14:17 TO 14:19 (RUNNING 00:00:05.643)

17 Q. Do you have an understanding of what Air
18 Canada's currently approximate annual revenues are?
19 A. Yes.

4. PAGE 14:22 TO 15:12 (RUNNING 00:00:37.007)

22 Q. And do you know what Air Canada's position is
23 in Canada relative to other Canadian airlines?
24 A. Position meaning what?
25 Q. Whether it is the largest, the second largest,
00015:01 third largest?
02 A. From a domestic service perspective or from
03 overall system?
04 Q. Let's do domestic first.
05 A. I believe it's slightly larger than its
06 competitor.
07 Q. Meaning from a domestic standpoint, it is the
08 largest in Canada?
09 A. Correct.
10 Q. And do you know whether that's been the case
11 for sometime, how many years it's been the largest?
12 A. I would say sometime, yes.

5. PAGE 21:12 TO 21:25 (RUNNING 00:00:36.857)

12 about Air Canada's branded fares. You mentioned also
13 something about ancillaries earlier. Can you tell the
14 jury what are ancillaries?
15 A. What does Air Canada believe ancillaries are?
16 Q. What does Air Canada believe ancillaries are?
17 A. We believe they're additional products and
18 services that passengers are free to buy if they choose
19 to.
20 Q. And has Air Canada always offered ancillaries
21 to its customers?
22 A. To some regard, most of -- I mean, they
23 weren't deemed ancillaries until the business model
24 changed, but they always had additional services that
25 were available.

6. PAGE 22:01 TO 22:06 (RUNNING 00:00:19.793)

00022:01 Q. When you say until the business model changed,
02 can you explain what you mean about -- what was the



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03 business model change?
04 A. When we branded the fares, we also more
05 clearly defined ancillaries and the value of the
06 ancillary in the purchase price.

7. PAGE 52:03 TO 52:05 (RUNNING 00:00:07.606)

03 model. Did there come a time when Air Canada approached
04 the GDS's to ask the GDS's to sell its ancillaries and
05 branded fares?

8. PAGE 52:07 TO 52:07 (RUNNING 00:00:00.967)

07 A. Yes.

9. PAGE 52:08 TO 52:10 (RUNNING 00:00:02.145)

08 Q. (BY MS. OLIVER) And is Sabre one of those
09 GDS's?
10 A. Yes.

10. PAGE 52:21 TO 52:23 (RUNNING 00:00:07.864)

21 Q. So would you say initial conversations about
22 how Sabre might be able to sell ancillaries and branded
23 fares would go -- date back, say, as far as 2003?

11. PAGE 52:24 TO 52:24 (RUNNING 00:00:01.048)

24 A. At least -- at least '04.

12. PAGE 55:08 TO 55:12 (RUNNING 00:00:14.855)

08 Q. All right. So you mentioned that Sabre would
09 need to make some changes to be able to sell Air
10 Canada's ancillary and branded fares the way Air Canada
11 wanted it to sell that content. Did Sabre then
12 implement those changes?

13. PAGE 55:14 TO 55:24 (RUNNING 00:00:55.513)

14 A. No. In -- in that early contract, 2006, the
15 hot topic at the time was advanced seat selection. So
16 in our Tango fares, the passenger gets a very stripped
17 down travel experience where they don't get to select
18 their seat. If they would like to purchase a seat
19 selection, they can for an additional fee select which
20 seat they want to buy. That was one of our -- our
21 primary concerns during that time. Sabre was not able
22 to technically enable that for us, so we established a
23 division of our call center where travel agents would
24 call in and select the seat.

14. PAGE 57:16 TO 58:03 (RUNNING 00:00:37.370)

16 Q. And did Air Canada ever propose a way to Sabre
17 to more efficiently sell the seats?
18 A. It would be, you know, through that whole
19 process as the call center was growing, in order to meet
20 demand, we would have been talking through with Sabre
21 about how to get it automated.

22 Q. By automated, you mean integrated in the
23 travel agent's desktop workflow?

24 A. Correct.

25 Q. And did Sabre then present a solution that
00058:01 would automate the seat selections and the travel
02 agent's desktop workflow?

03 A. No solution was ever agreed upon.

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15. PAGE 58:18 TO 58:23 (RUNNING 00:00:18.689)

18 Q. Okay. Just to go back quickly to something I
19 asked earlier to clarify. I had asked you if Sabre ever
20 presented a solution that would automate seat selection
21 and its workflow, and you said no solution was ever
22 agreed upon. Was any solution presented that would
23 automate seat selection in the Sabre desktop workflow?

16. PAGE 59:02 TO 59:07 (RUNNING 00:00:20.891)

02 A. I believe there were some solutions proposed
03 at the time that were never pursued, so I don't know if
04 they were feasible or not, but from our perspective,
05 they were not viable solutions.
06 Q. (BY MS. OLIVER) So from Air Canada's
07 perspective, Sabre never presented a viable solution?

17. PAGE 59:09 TO 59:09 (RUNNING 00:00:00.393)

09 A. Correct.

18. PAGE 58:09 TO 58:14 (RUNNING 00:00:09.857)

09 Q. (BY MS. OLIVER) Did Air Canada take any
10 action related to its dissatisfaction with its contract
11 with Sabre?
12 A. Yeah. We --
13 Q. What --
14 A. We canceled the contract.

19. PAGE 58:15 TO 58:17 (RUNNING 00:00:11.528)

15 I believe I misspoke. Sorry. I believe Sabre
16 actually canceled the contract in the end. We -- we
17 removed the Tango content from the GDS's.

20. PAGE 59:17 TO 59:21 (RUNNING 00:00:12.913)

17 Q. And when did Air Canada remove its Tango fares
18 from all of the GDS's?
19 A. I would have to, you know, look in the records
20 for the exact date, but I believe it was sometime in mid
21 2006.

21. PAGE 59:22 TO 59:25 (RUNNING 00:00:12.269)

22 Q. So prior to when the Tango fares were removed
23 in 2006, did Air Canada give full content to the GDS's,
24 in other words, all of its airline content to the GDS's?
25 A. Yes.

22. PAGE 60:23 TO 61:06 (RUNNING 00:00:37.304)

23 Q. No. When Air Canada notified Sabre that it
24 was pulling its Tango fares from the Sabre GDS in 2006,
25 how did Sabre respond?
00061:01 A. They were not happy.
02 Q. Did Sabre take any action in response to
03 withdrawing the Tango fares?
04 A. Yes. I believe they canceled the contract,
05 which would have raised our rates, and they -- they
06 biased us in the US marketplace.

23. PAGE 61:07 TO 61:12 (RUNNING 00:00:21.985)

07 Q. Okay. When you say canceled the contract and
08 raised your rates, what rates do you mean? Are you
09 referring to rates that Air Canada pays to Sabre?
10 A. Yeah, our segment fees. As a part of access
11 to full content, there was a discount given, and the

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12 discount was removed.

24. PAGE 61:17 TO 61:20 (RUNNING 00:00:08.001)

17 Q. Is it your understanding that those fees were
18 raised to the maximum allowable under the contract?
19 A. Under the participating carrier agreement,
20 yes.

25. PAGE 61:21 TO 61:23 (RUNNING 00:00:04.058)

21 Q. And was that rate increase by Sabre negotiated
22 between Air Canada and Sabre?
23 A. No.

26. PAGE 62:06 TO 62:07 (RUNNING 00:00:03.095)

06 Q. (BY MS. OLIVER) So was it a unilateral fee
07 increase by Sabre?

27. PAGE 62:09 TO 62:09 (RUNNING 00:00:01.016)

09 A. Yes.

28. PAGE 62:10 TO 62:11 (RUNNING 00:00:04.004)

10 Q. (BY MS. OLIVER) Did Air Canada ever attempt
11 to negotiate that fee increase down?

29. PAGE 62:12 TO 62:12 (RUNNING 00:00:03.996)

12 A. At that time, no.

30. PAGE 62:13 TO 62:17 (RUNNING 00:00:13.149)

13 Q. After Sabre raised Air Canada's segment fees
14 to the maximum allowable under the participating carrier
15 agreement, did Air Canada continue to distribute the
16 remainder of its fares through the GDS?
17 A. Yes.

31. PAGE 62:19 TO 63:02 (RUNNING 00:00:39.553)

19 After Sabre raised Air Canada's booking fees,
20 did Air Canada terminate its participating carrier
21 agreement with Sabre?
22 A. No.
23 Q. Why not?
24 A. Sabre has a significant marketplace, and we
25 contemplated it in Canada, but found the risk too high
00063:01 that we would lose our position in the marketplace in
02 the US.

32. PAGE 64:08 TO 64:11 (RUNNING 00:00:13.665)

08 Q. Okay. And you mentioned that during those
09 2007 meetings, you also discussed the bias that Sabre
10 had put in place. Can you just explain, please, for the
11 jury what -- what you mean by a bias?

33. PAGE 64:12 TO 64:24 (RUNNING 00:01:13.035)

12 A. So when we -- when we pulled out Tango and
13 they raised our rates, Sabre made it clear at the time
14 that their desire was to have Tango back. So they were,
15 I suppose, trying to leverage us to work together in
16 putting Tango back. Both the -- the three markets that
17 are -- where Sabre is relevant for Air Canada would be
18 Canada, United States and, thirdly, parts of Europe.
19 Both Europe and Canada are regulated markets where they
20 were restricted from any kind of actions. The US was
21 more open and unregulated market. So they took our

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22 highest fares, our executive class fares and biased them
23 down the display. So we ended up on the third or fourth
24 page in a -- in a customer's search for Air Canada.

34. PAGE 65:12 TO 65:15 (RUNNING 00:00:13.383)

12 If I'm a travel agent shopping for a city pair
13 from Chicago to Toronto, would Air Canada's flights have
14 been lower down on my screen than they would otherwise
15 due to the bias that Sabre put in place?

35. PAGE 65:19 TO 65:19 (RUNNING 00:00:00.679)

19 A. Yes.

36. PAGE 65:20 TO 65:22 (RUNNING 00:00:05.605)

20 Q. And were there sometime instances where that
21 flight would not even appear on the initial screen for a
22 travel agent --

37. PAGE 65:24 TO 66:01 (RUNNING 00:00:02.681)

24 Q. (BY MS. OLIVER) -- due to the bias?
25 A. Yes. They would never appear on the first
00066:01 screen.

38. PAGE 83:01 TO 83:01 (RUNNING 00:00:00.733)

00083:01 I have just one more question about Sabre. Other than

39. PAGE 83:02 TO 83:05 (RUNNING 00:00:15.200)

02 the biasing and the fee increases that we discussed
03 earlier, are you aware of any other action that Sabre
04 took in response to Air Canada pulling its Tango fares
05 in 2006?

40. PAGE 83:07 TO 83:07 (RUNNING 00:00:07.837)

07 A. Yes. We were made aware by travel agents that

41. PAGE 83:08 TO 83:08 (RUNNING 00:00:01.837)

08 Sabre was in the marketplace aggressively promoting

42. PAGE 83:09 TO 83:17 (RUNNING 00:00:37.629)

09 themselves and the strength of the Air Canada/Sabre
10 relationship, as well as offering what I would consider
11 to be aggressive compensation to travel agencies.
12 Q. (BY MS. OLIVER) Aggressive compensation for
13 what?
14 A. For staying with or resubscribing to Sabre.
15 Q. Did you ever hear that Sabre was saying
16 anything negative about Air Canada to travel agencies?
17 A. Yes.

43. PAGE 83:19 TO 83:19 (RUNNING 00:00:03.211)

19 Q. (BY MS. OLIVER) What did you hear?

44. PAGE 83:20 TO 83:20 (RUNNING 00:00:02.139)

20 A. That we were being unreasonable, that our

45. PAGE 83:21 TO 83:21 (RUNNING 00:00:02.360)

21 strategy was about GDS and agency bypass.

46. PAGE 83:22 TO 83:23 (RUNNING 00:00:05.662)

22 Q. In fact, is Air Canada's strategy about agency
23 bypass?

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47. PAGE 83:25 TO 84:04 (RUNNING 00:00:13.948)

25 A. It's about neither. It's neither about GDS
00084:01 bypass, nor agency bypass. It's about transparency and
02 customer loyalty. And if -- anyone who can help us
03 achieve that goal, we're happy to include in our
04 business model.

48. PAGE 84:05 TO 84:07 (RUNNING 00:00:07.049)

05 Q. (BY MS. OLIVER) Did you have an understanding
06 of why Sabre was offering what you call aggressive
07 compensation to TMC's at that time?

49. PAGE 84:09 TO 84:12 (RUNNING 00:00:16.944)

09 A. As they were unable to deliver to their --
10 their subscribers full Air Canada content, which is what
11 subscribers needed, the compensation would be for their
12 trouble of using other means to get to the content.

50. PAGE 89:02 TO 89:19 (RUNNING 00:01:20.900)

02 Q. (BY MS. OLIVER) Other than biasing, which we
03 discussed earlier, fee increases, which we discussed
04 earlier, and certain communication to TMC's, are you
05 aware of any other actions that Sabre took in response
06 to Air Canada pulling its Tango fares from the Sabre
07 GDS?

08 A. They have been increasing our rates year over
09 year to -- to what would be considered, I imagine, a
10 high increase, a large increase.

11 Q. Do you have any understanding of whether those
12 increases year over year are the maximum allowed under
13 the contract between Air Canada and Sabre?

14 A. They are the maximum allowed and we believe
15 designed specifically to have the largest impact on Air
16 Canada based on our -- our business model.

17 Q. And have those fee increases affected Air
18 Canada's overall strategy?

19 A. No.

51. PAGE 67:18 TO 67:21 (RUNNING 00:00:14.649)

18 Q. In 2008, did Sabre ever present any solutions
19 to Air Canada, any viable solutions to Air Canada to
20 sell Air Canada's branded and ancillary content using
21 the Sabre desktop?

52. PAGE 67:25 TO 67:25 (RUNNING 00:00:01.334)

25 A. No.

53. PAGE 68:12 TO 68:22 (RUNNING 00:00:23.429)

12 Q. Okay. Do you recall whether Air Canada and
13 Sabre continued to discuss Sabre's ability to sell Air
14 Canada's branded and ancillary content in 2009?

15 A. Yes.

16 Q. And did they?

17 A. Yes.

18 Q. Okay. And in 2009, did Sabre ever present any
19 viable solutions to Air Canada to sell Air Canada's
20 branded and ancillary content?

21 MS. GIULIANELLI: Objection to the form.

22 A. No.

54. PAGE 29:04 TO 29:14 (RUNNING 00:00:40.334)

04 Q. Okay. Mr. Wareham, you testified earlier that
05 some of Air Canada's branded fares and ancillaries are

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06 sold through channels outside the GDS. Is that right?
07 A. Correct.
08 Q. Can you explain for the jury how Air Canada
09 sells its branded fares and ancillaries outside of the
10 GDS? What technical tools does it use?
11 A. We use -- we have two websites. One is for
12 consumers, and one is for the trade, agencies. And then
13 we have an API that several companies attach to,
14 inclusive of Travelport.

55. PAGE 29:15 TO 29:20 (RUNNING 00:00:09.679)

15 Q. What is an API? What's --
16 A. I always get it wrong what it stands for.
17 Q. Okay. Might it be application programming
18 interface?
19 A. That's what it is, yeah.
20 Q. Okay.

56. PAGE 29:21 TO 29:23 (RUNNING 00:00:11.845)

21 A. Ours is branded AC2U. And my layman's
22 explanation of it is it's a website without the look and
23 feel.

57. PAGE 31:16 TO 32:05 (RUNNING 00:00:57.410)

16 Q. Okay. Which is why I think it would be
17 helpful to start with just travelers who use a TMC or
18 travel management company.
19 A. Great. Okay. The travel management company
20 would have one of the GDS's presumably, possibly more,
21 and they would in Canada likely also have our agency
22 portal and would search all the sources to fulfill the
23 customer's request.
24 Q. So specifically if the customer requested a
25 certain ancillary that was sold through a nonGDS
00032:01 channel, how would that customer's travel agent go about
02 using your AC2U to provide that content to the traveler?
03 A. They -- they would either use our agency
04 portal or they would use a third-party tool that's
05 connected to the API.

58. PAGE 32:06 TO 32:10 (RUNNING 00:00:15.288)

06 Q. Can you give us some examples of third-party
07 tools that travel agencies use to connect to the AC2U
08 API?
09 A. Farelogix has a tool called Hawkeye, which is
10 in use in Canada.

59. PAGE 34:10 TO 34:20 (RUNNING 00:00:30.909)

10 Q. Okay. Did there come a time when Air Canada
11 introduced a new AC2U product?
12 A. Yes.
13 Q. Was that recently?
14 A. I believe it went live in 2011.
15 Q. And what were the -- were there any new
16 features in that new AC2U?
17 A. Yeah, most of it was driven by moving to a new
18 supplier for the hosting of the API.
19 Q. Who was the new supplier?
20 A. Farelogix.

60. PAGE 34:21 TO 35:12 (RUNNING 00:00:42.534)

21 Q. Why did Air Canada decide to move to
22 Farelogix?
23 A. We believe that part of the resistance to

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24 adopting a new distribution model is fragmentation, so
25 having to develop to many standards. So we looked for
00035:01 the supplier with the largest amount of relevant
02 carriers to us.
03 Q. Okay. And was that Farelogix?
04 A. Yes.
05 Q. Did Air Canada consider any other factors in
06 choosing Farelogix to be --
07 A. Technology. Their ability to deliver, yeah.
08 Q. So would you say that Farelogix had the best
09 technology and ability to deliver of all of the
10 suppliers --
11 A. Yes.
12 Q. -- that you considered?

61. PAGE 35:14 TO 35:19 (RUNNING 00:00:21.168)

14 A. Yes, most definitely.
15 Q. (BY MS. OLIVER) Yes. Are there any other new
16 notable features of the new AC2U that was released in
17 2011?
18 A. There was a number of things that it did
19 better. It was faster, more scalable.

62. PAGE 36:07 TO 36:09 (RUNNING 00:00:07.088)

07 Q. Does the new AC2U allow Air Canada to do
08 anything that it was struggling to do with its GDS
09 distribution systems?

63. PAGE 36:11 TO 36:12 (RUNNING 00:00:04.115)

11 A. Many things. Everything. It supports our
12 product.

64. PAGE 36:15 TO 36:16 (RUNNING 00:00:04.420)

15 In what ways does it support your product that
16 the GDS system was unable to?

65. PAGE 36:18 TO 36:21 (RUNNING 00:00:18.492)

18 A. There's two principal things. One, it
19 supports our branded fares and our ancillaries, and it
20 allows greater control of the product in its
21 distribution.

66. PAGE 36:22 TO 37:06 (RUNNING 00:00:53.466)

22 Q. (BY MS. OLIVER) What do you mean when you say
23 greater control of the product in its distribution?
24 A. The API -- the API asks the airline on a
25 transaction by transaction basis whether -- whether or
00037:01 not we want to sell and what is the product we want to
02 offer to that particular passenger who is requesting the
03 sale. The legacy model that we utilize with many of the
04 GDS's is more of a push strategy where we push all of
05 our availability and price and only know about a sale
06 once it's actually fulfilled.

67. PAGE 38:07 TO 38:10 (RUNNING 00:00:07.751)

07 Q. (BY MS. OLIVER) And using the GDS channel,
08 are you able to determine how your product is presented
09 to the customer?
10 A. No.

68. PAGE 49:22 TO 49:24 (RUNNING 00:00:10.353)

22 Q. When did Air Canada first enter into a
23 relationship with Farelogix?

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24 A. I'd be guessing. I think 2008, but --

69. PAGE 50:20 TO 51:01 (RUNNING 00:00:11.095)

20 Q. And now about three years later you mentioned
21 that you're launching a new product with Farelogix as of
22 2011. Right?

23 A. Correct.

24 Q. And are you happy with your relationship with
25 Farelogix over those years?

00051:01 A. Yes.

70. PAGE 87:17 TO 87:19 (RUNNING 00:00:05.286)

17 Q. Your experience with Farelogix is that they're
18 trying to provide customers with the transparency in
19 pricing?

71. PAGE 87:21 TO 87:25 (RUNNING 00:00:19.232)

21 A. Yeah, they're trying -- they're trying to
22 assist agencies to -- to pull the content back together
23 into a single screen.

24 Q. (BY MS. OLIVER) And do you have any idea why
25 Sabre was not supportive of Farelogix in that regard?

72. PAGE 88:02 TO 88:02 (RUNNING 00:00:01.849)

02 A. No.

73. PAGE 88:08 TO 88:10 (RUNNING 00:00:07.546)

08 Q. (BY MS. OLIVER) Do you see -- do you see how
09 there would be any benefit to Sabre's customers in Sabre
10 not supporting Farelogix in that regard?

74. PAGE 88:12 TO 88:19 (RUNNING 00:00:28.385)

12 A. No, I wouldn't -- I wouldn't -- if there's a
13 solution out there to -- to help agents workflows and
14 Sabre or anyone else can't provide a similar solution, I
15 would think it would be good for any travel agency to
16 have a solution that defragmented.

17 Q. (BY MS. OLIVER) And do you believe that
18 that's the case today, that there is a solution out
19 there to help the workflow?

75. PAGE 88:21 TO 88:21 (RUNNING 00:00:00.959)

21 A. Yes, I do.

76. PAGE 38:24 TO 39:04 (RUNNING 00:00:12.478)

24 Q. (BY MS. OLIVER) Can you give the jury some
25 examples of large TMC's that are currently connected to
00039:01 the AC2U API?

02 A. By name, is that what --

03 Q. Yeah.

04 A. American Express.

77. PAGE 39:07 TO 39:14 (RUNNING 00:00:13.411)

07 Q. What tool is American Express using to access
08 the AC2U API?

09 A. For agents?

10 Q. For agents.

11 A. Hawkeye.

12 Q. And Hawkeye is an interface that a travel
13 agent uses to --

14 A. Correct.

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78. PAGE 39:15 TO 39:21 (RUNNING 00:00:24.063)

15 Q. Was Air Canada involved in the development of
16 the Hawkeye tool that American Express uses?
17 A. We were involved in helping Farelogix
18 understand the Air Canada product.
19 Q. And who actually designed the Hawkeye tool
20 that American Express uses?
21 A. Farelogix.

79. PAGE 77:17 TO 78:07 (RUNNING 00:00:51.915)

17 Q. Do you have an understanding of why NetCheck
18 is not in wide use?
19 A. It's no good.
20 Q. Can you elaborate on what you mean by that?
21 A. I would think -- I mean, the travel agency
22 community within Canada biggest complaint is lack of
23 productivity due to fragmentation of content. So they
24 have to go to multiple sources to get content. If
25 NetCheck was a good product and it defragmented the
00078:01 marketplace, I would think it would be widely used. As
02 it doesn't have Air Canada content in it, it doesn't do
03 anything to defragment the marketplace.
04 Q. When you talk about fragmentation, are you
05 referring to a travel agent's ability to shop multiple
06 content sources on a single integrated screen?
07 A. Yes.

80. PAGE 78:08 TO 78:11 (RUNNING 00:00:11.749)

08 Q. Do you know of any technical reason why Sabre
09 travel agents cannot shop for content from multiple
10 sources on a single integrated screen from a technical
11 standpoint?

81. PAGE 78:14 TO 78:18 (RUNNING 00:00:18.549)

14 A. No. There would be lots of solutions out
15 there that could be deployed. Specifically to a Sabre
16 subscriber, I would assume they would turn to Sabre to
17 do that, and Sabre does not have a product nor a
18 contract that affords them full content.

82. PAGE 105:02 TO 105:17 (RUNNING 00:00:31.173)

02 Q. (BY MS. OLIVER) Mr. Wareham, you testified
03 earlier that you first approached Sabre about changing
04 the way Sabre sells some of Air Canada's content in
05 2005. Correct?
06 A. Uh-huh.
07 Q. Did you say -- would you say that you spent a
08 significant amount of time discussing this issue with
09 Sabre over the years?
10 A. Yes.
11 Q. Would you say you spent more time discussing
12 this issue with Sabre than you spent with the other
13 GDS's?
14 A. Yes.
15 Q. And as of today, seven years later, has Sabre
16 been able to provide Air Canada with a viable solution
17 to sell its branded and ancillary content?

83. PAGE 105:21 TO 105:21 (RUNNING 00:00:00.558)

21 A. No.