

# Operadora Azteca

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Mexico City, September 29, 2008.

Through this means we would like to present OPERADORA AZTECA DE VIAJES S.A., leader in the field of design and operation of corporative travel programs, endorsed by more tan 20 years of experience.

Enclosed, you will find a complete description of our travel agency services, designed to satisfy the needs of **STANDARD & POORS**

We believe our proposal will fulfill your expectations of proactive and differentiated service, the sole mission of our company.

Looking forward to hearing from you soon, we send you our best regards.

Cordially,

MARCO ANTONIO TENA GAITÁN  
MANAGING DIRECTOR

## **Summary**

1. Summary of services.
2. Detailed services.
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## SERVICES

- ⇒ Personal travel advisor from 8:00 am though 8:00 pm, Monday through Friday.
- ⇒ E-mail and telephone booking.
- ⇒ Answer and quotations in less than 30 minutes.
- ⇒ Up to 3 additional options for flights and quotations for the required travel route.
- ⇒ On line monthly report: name and number of the employee, expense center, customized accounts, etc.
- ⇒ Special domestic and international airplane fares
- ⇒ Corporative agreements with the main national and international airlines for the best airfare deals: Aeromexico, Mexicana, American Airlines, United Airlines, etc
- ⇒ Consolidated expense report.

## DETAILED SERVICES

- National and international ticket reservations and sales via satellite with more than 560 airlines, both traditional and low budget.
- Hotel reservations in Mexico and abroad.
- National and international car and limo rental.
- Planning and booking for:
  - Cruises in the 5 continents
  - Language courses
  - Summer camps in Canada
  - Skiing facilities
- Tours in Europe, Asia and North and South America
- Management of visa procedures for countries that require it.

For visitors coming in from other cities in Mexico and abroad, we offer the following services:

- Hotel reservations
- Call rental
- Convention center
- Expedition of tickets of airplane in Mexico and shipment to its origin (pre-paid tickets)
- [Reservations via Internet 24/7 all year round](#)
- [Webpage www.operadoraazteca.com.mx](http://www.operadoraazteca.com.mx)

## **SPECIAL SERVICES FOR YOUR EXECUTIVES**

- Specialized staff in corporative accounts.
- Immediate delivery service
- Booking of the seat of your preference for international flights (as long as the airline counts on this service)

## SPECIAL BENEFITS FOR YOUR COMPANY

- Call Center located in Torre Mayor, Monday through Friday from 08:00 am to 08:00 pm.
- Installation of a professional IN-PLANT System for Automatic Reservations, from the moment you require it (free of charge depending on your purchase volume)
- Booking and ticket purchase with traditional and web fares
- Emission of physical or electronic airplane tickets (E-TKT), or location of PTA (pre-paid Ticket)
- Prepaid hotels in Mexico and abroad
- **Special airfares and ticket discounts** with **Mexicana, Aeroméxico, Delta Airlines, Continental, US Airways and Iberia Airlines.**
- **Agreements of productivity with Mexicana, Aeromexico, United, Continental and American Airlines between many.**
- Organization, coordination and handling of Groups and Conventions.
- Electronic management systems with weekly reports, biweekly or monthly by company, department, business unit, etc.
- Reports and statistics of your company rate of reservations and expenses on airplane tickets, hotels and other services
- CORPORATIVE SPECIAL FARES in hotels within Mexico

## FINANCIAL PROCEDURE

We suggested the use of controlled credit cards, handled by a single executive of your organization or the use of a corporative travel card for each of your employees, solely dedicated to financing travel services.

This system is used by such important companies as:

Motorola de México S.A.

Grupo Christian Dior

Cap Gemini Ernst and Young Mexico

A.C. Nielsen, S.A. de C.V.

G. Acción, S.A. de C.V.

Haynes and Boone, S. C.

Grupo Minsa, S.A.

Truper Herramientas S.A. de C.V.

We recommend this procedure since terms of payment of until 45 days can be obtained. We will gladly provide more information on this matter.

Managers and commercial executives of OPERADORA AZTECA DE VIAJES, S.A. conform a dynamic team, totally involved in personal attention of corporative and individual customers.

## COMMERCIAL REFERENCES

- Aerolíneas Ejecutivas, S.A. de C.V.
- Aljamia, S. A. de C. V.
- Arena Communications, S. A. de C. V.
- Asociación Interactiva en Publicidad, A. C.
- B y B Casa de Cambio, S.A. de C.V.
- Bank of America México, S.A.
- Bronceadores Supremos, S. A. de C. V.
- Cap Gemini Ernest & Young México, S. De R.L. C.V.
- Central Parking System México, S.A.
- Concretos y Pigmentos, S. A. de C. V.
- Corbeil Buses
- Corporativo Bimbo, S. A. de C. V.
- Corporativo de Envases, S.A. de C.V.
- De atún las tostadas (Grupo restaurantes La Guadalupana)
- Degusta Texturant systems de México, S. A. de C. V.
- Delegación General de Québec en México
- Desarrollo Tecnológico Iberoamericano, S. A. de C. V.
- Digital Networks & Cable Systems, S. A. de C. V.
- Dystar de México, S.A. de C.V.
- EADS Telecom, S. A. de C. V.
- Editorial ISA, S. A. de C. V.
- Ejecutando Ideas, S. A. de C. V.
- Elaisa Internacional, S. A. de C. V.
- Elektra del Milenio, S. A. de C. V.

- Embajada de Suiza en Mexico
- EMLA Editorial Manager Copr.
- EUROHYPO AKTIENGESELLSCHAFT
- EUROPEAN AERONAUTIC DEFENCE AND SPACE COMPANY, EADS FRANCE
- Fábrica de Artículos Deportivos, S.A. de C.V.
- Fandis, S.A. de C.V.
- Farmacias del Ahorro
- Federación Mexicana de Frontón A.C.
- Fernandez Editores, S. A. de C. V.
- Fortinet
- Fincasa Hipotecaria, S.A DE C.V SFOL,IXE
- Fitch México, S.A. de C.V.
- G Accion, S. A. de C. V.
- GBM Casa de Bolsa
- GE International México, S. de R. L. de C. V.
- Global Staff, S.A. de C.V.
- Grupo AE Von Haucke
- Grupo Gympak
- Grupo Christian Dior, Givenchy, Loewe.
- Grupo G. Accion, S.A. de C.V.
- Grupo SINCREAS, S. A. de C. V.
- Havas Media Group
- Hanes & Boone, S. C.
- Hermes Music, S. A. de C. V.
- Guerlain de México, S.A. de C.V.
- I.I.C.A.
- Ingenieria de Procesos en Plantas de Procesos, S. A. de C. V.
- Instore Media
- Lavatap, S. A. de C. V.
- LG Capital Services S.C.

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- Martec, S.A. de C.V.
- Martindale-Hubbell International
- Mattel de Mexico, S. A. de C. V.
- Media Contacts, S. A. de C. V.
- Media Planning Group, S.A. de C.V.
- Mega Audio, S.A. de C.V.
- Megabloks
- México Calidad Suprema, S. A. de C. V.
- Minsa, S. A. de C. V.
- Misys Internacional Banking Systems Mexico, S. A. de C. V.
- Music Education, S. A. de C. V.
- Motorola de México SA
- Nielsen Mexico Services, S. de R. L. de C.V.
- NTN de México, S. A.
- Operadora Cibergestion, S. A. de C. V.
- Opticas Devlyn, S. A. de C. V.
- Pacheco y Asociados contadores públicos, S. C.
- Pantunflas finas, S. A.
- Parexel Internacional Mexico
- Probifasa, S. A. de C. V.
- Productos Domésticos de México, S.A. de C.V.
- QSA Internacional, S. A. de C. V.
- Quality Construction Products S.A. de C.V
- Scandpower petroleum technology services, S. A. de C. V.
- Securency PTY, LTD.
- Servicios Aduanales Luis Hoyo, S. A. de C. V.
- Servicios Gram. Packaging, S. de R. L. de C. V.
- SGM X, S. A. de C. V.
- Shore y Asociados, S.A. de C.V
- Spectradyne Internacional Inc.
- Standard & Poor's, S.A. de C.V.
- Star Haus, S. A. de C. V.

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- Stewart Title Guaranty de México, S. A. de C. V.
- Symnetics, S. A. de C. V.
- Tapón Corona, S. A. de C. V.
- Tierra de Vinos, S. A. de C. V.
- Technologies Argus First de Mexico, S.A. de C.V.
- Tocazmex, S. A. de C. V.
- Truper Herramientas S.A. de C.V.
- Unidad de Diseño y Comunicación, S. A. de C. V.

## GENERAL INFORMATION

TRADE NAME: Operadora Azteca de Viajes, S.A. C.V.

RFC: OAV-880422-GG5

ADDRESS: Paseo de la Reforma No. 505 P-41 S-C  
Col. Cuauhtémoc  
Delegación Cuauhtémoc  
C.P. 06500 México, DF.

Phone: 5980-7070 (144 lines)

Fax: 5980-7088

E-Mail: [operadora@operadoraazteca.com.mx](mailto:operadora@operadoraazteca.com.mx).

Notarial deed: 3420

Date: 27 of November de2006.

Notary: Roberto Courta de B.

Person in charge of he Operation: Lic. Marco Antonio Tena Gaitán

Position: Managing Director

## OPERADORA AZTECA DE VIAJES STAFF

Lic. Marco A. Tena Gaitán	Managing Director
Lic. Jacobo Ruiz Ibanez	Sales Manager
Sr. Salvador Fuentes Lorenzo	BSP Manager
Srita. Margarita Moran Martínez	Office Staff
Srita. Nayeli Ruiz Cano	Sales Trips of Pleasing
Srita. Norma Angélica Díaz Ibarra	Sales Trips of Pleasing
Srita. Claudia Tovar Caballero	Manager of Groups
Griselda Figueroa Zarate	Gpos. & Conv. In Plant Motorola
Srita. Angélica Orduña Amaro	Sales In-Plant Truper
Srita. Roxana Valencia Álvarez	Sales In Plant AC Nielsen
Srita. Irma Grande Mejía	Sales
Srita. Mayra Gutiérrez Cruz	Sales
Srita. Enriqueta Morales Gutiérrez	Sales
Sr. Eduardo Mijangos Hernández	Sales
Sr. Raúl González López	Sales
Sr. Julián Arteaga Sánchez	Sales
Sr. Gonzalo Fuentes Delgado	Sales
Sr. Alejandro Blancas López	Messenger head
Sr. Martín Parra Aranda	Messenger
Sr. Octavio Parra Aranda	Messenger
Sr. Pedro López	Messenger
Sr. Manuel Maldonado Espinosa	Messenger
Sr. Emerson Isaías Díaz González	Messenger

# Operadora Azteca



DESTINY	OAV MEXICANA		OAV AEROMEXICO		PUBLIC	
	Negociada	Web	Negociada	Web	USD	
México						
Monterrey	899.00	750.00	899.00	750.00	1,199.00	
Guadalajara	799.00	849.00	799.00	849.00	999.00	
Cd. Juárez					1,349.00	
Bajío		740.00		740.00	1,249.00	
Cancún	1,299.00	1,299.00	1,299.00	1,299.00	1,499.00	
Morelia					2,545.50	
Tijuana	999.00	1,417.00	999.00	1,417.00	1,599.00	
Sn. Luis Potosí	799.00	945.00	799.00	945.00	2,000.00	
Mazatlán	999.00	1,452.00		1,452.00	1,899.00	
Torreón	949.00	1,092.00	949.00	1,092.00	1,399.00	
Villahermosa	849.00	945.00	849.00	945.00	849.00/1,149.00	
Mérida	1,099.00	1,040.00	1,099.00	1,040.00	949.00/1,249.00	
Mexicali		1,267.00		1,267.00	1,599.00	
Los Cabos		1,152.00	1,152.00		1,649.00	
Culiacán	1,399.00	1,071.00		1,071.00	1,899.00	
<b>AIR LINE</b>	<b>OAV</b>	<b>OAV</b>		<b>OAV</b>		
	<i>American A.</i>	<i>Mexicana</i>		<i>Aeroméxico</i>		<b>PUBLICO</b>
Destino	USD	USD		USD		
Chicago	298.00	269.00	309.00	269.00	309.00	438.00
New York	365.00	327.00	327.00	395.00	395.00	493.00
Orlando	365.00			347.00	347.00	460.00
Miami	285.00	285.00	285.00	300.00	300.00	399.00
Tampa	365.00					437.00
Washington	365.00					491.00
Boston	365.00			395.00	395.00	493.00
Philadelphia	365.00					476.00
Detroit	365.00					493.00
Seattle	365.00					498.00
Dallas	342.00			342.00	342.00	430.00
Vancouver	545.00	540.00	580.00			639.00
Toronto	481.00	459.00	489.00			584.00
Montreal	560.00	489.00	539.00			659.00
San Juan	450.00					510.00
Londres	750.00					937.00
Paris	750.00					896.00
Buenos Aires	740.00					994.00
Sao Paulo	690.00			670.00	670.00	814.00
Santiago	790.00			690.00	690.00	860.00

## FIRST CLASS SPECIAL FARES

DESTINY (Round Trip)	RATE USD
México - New York – México	\$699.00
México – Los Ángeles – México	\$455.00
México – Atlanta – México	\$516.00
México – Miami – México	\$898.00
México – París – México	\$2,702.00
México – Madrid- México	\$2,702.00

## AIR LINES SPECIAL FARES

GRUPO TACA		
% OF DISCOUNT	RATES THAT APPLY	ROUTES AND REGIONS
15% of discount	Rates majors of \$400	It applies in all the Routes of Group Marks, Except flights within Central America (includes Panama) and South America
10% of discount	Rates majors of \$275	It applies in all the Routes of Group Marks, within Central America (includes Panama) and Suramérica

DELTA AIRLINES				
ORIGIN	DESTINY	CLASS	% DISC.	CARRIERS ALLOWED
México	All Destinations	K,Q,H,M,B,Y Turist	12%	Delta
México	All Destinations	F,C,Y First Class & y Business Class	20%	Delta

## RESERVATIONS ON LINE 24/7 ALL YEAR ROUND (VIA INTERNET)

Operadora Azteca de Viajes has a guaranteed on-line reservation system and a ticketing issue control system which requires the authorization of the person you designate for this purpose.

### Advantages

- Access via Internet the 24 hours of the day the 365 days of the year.
- Personal profile of each user with travel preferences
- Confirmation via email to the user and person you designate.
- Direct access through or web page [www.operadoraazteca.com.mx](http://www.operadoraazteca.com.mx)
- Personal data:
  - Personal data base with each person's travel preferences (flights, hotels and car rental) which include the personal or corporative programs.
- Reservations
  - Flights:
    - Search of roundtrips to the selected destiny with one or several connections.
    - Search of flights for one-way trips.
    - Intelligent finder of low cost rates to any part of the world.
    - Immediate search and quotation of flight schedules to any part of the world.
  - Autos
  - Hotels

- My Reservation of :
  - This Trip
  - Saved Trips
  - Reserved Trips
  - My personal data
  
- Personal Attention:
  - Contact
  - Privacy policy
  - Conditions of use
  
- Travel Planning:
  - Advice and suggestions
  - Lodging and breakfasts
  - Currency converter
  - Guide service to the destination
  - Conductor and guide information
  - Flight tracker
  - Maps
  - Restaurants
  - Books
  - Travel Information
  - Weather

## LIST OF AIRLINES AND BROKERS FOR WEB SALES

Region	Region	Region
<b>United States</b>	<b>Consolidators</b>	<b>Latin America</b>
<a href="#">ATA</a>	<a href="#">Alio \$</a>	<a href="#">Aerolineas Argentinas</a>
<a href="#">Air Canada (US)</a>	<a href="#">Intair \$</a>	<a href="#">Gol (DC)</a>
<a href="#">Air Tran</a>	<a href="#">NetfaresOnline \$</a>	<a href="#">GOL</a>
<a href="#">Alaska Air</a>	<a href="#">Royal Pacific Destinations \$</a>	<a href="#">OceanAir (DC)</a>
<a href="#">CheapTickets</a>	<a href="#">Skylink \$</a>	<a href="#">Oceanair</a>
<a href="#">Continental</a>	<a href="#">Skylink YMQ \$</a>	<a href="#">RICO</a>
<a href="#">Delta</a>	<b>Europe</b>	<a href="#">TAM</a>
<a href="#">Expedia (US)</a>	<a href="#">Aer Arann</a>	<a href="#">TOTAL</a>
<a href="#">Frontier</a>	<a href="#">Aer Lingus</a>	<a href="#">TRIP</a>
<a href="#">Hawaiian Airlines</a>	<a href="#">Air Berlin</a>	<a href="#">TACA</a>
<a href="#">JetBlue \$</a>	<a href="#">Air Southwest</a>	<a href="#">Webjet</a>
<a href="#">Midwest</a>	<a href="#">BMI</a>	<b>Mexico</b>
<a href="#">Northwest Airlines \$</a>	<a href="#">BMI Baby</a>	<a href="#">AeroCalifornia</a>
<a href="#">Orbitz *</a>	<a href="#">British Airways</a>	<a href="#">Avolar</a>
<a href="#">Southwest *</a>	<a href="#">Centralwings</a>	<a href="#">Aeromexico</a>
<a href="#">Spirit Airlines \$</a>	<a href="#">Continental (UK)</a>	<a href="#">ALMA</a>
<a href="#">United Airlines(US)</a>	<a href="#">Deutsche BA</a>	<a href="#">Aviacsa</a>
<a href="#">US Helicopter</a>	<a href="#">easyJet</a>	<a href="#">Click</a>
<a href="#">USAirways</a>	<a href="#">ebookers</a>	<a href="#">Interjet</a>

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<b>Canada</b>	<a href="#">Expedia (UK)</a>	<a href="#">Mexicana</a>
<a href="#">Air Canada (CA)</a>	<a href="#">Flybe</a>	<a href="#">VivaAerobus</a>
<a href="#">Air North</a>	<a href="#">FlyNordic</a>	<a href="#">Volaris</a>
<a href="#">Bearskin</a>	<a href="#">Germania Express</a>	<b>Asia/S. Pacific</b>
<a href="#">Calm Air</a>	<a href="#">Germanwings</a>	<a href="#">Air Deccan</a>
<a href="#">Continental (CA)</a>	<a href="#">Jet2.com</a>	<a href="#">Freedom Air</a>
<a href="#">Expedia (CA)</a>	<a href="#">Monarch</a>	<a href="#">GoAir</a>
<a href="#">Harmony</a>	<a href="#">MyAir</a>	<a href="#">JetStar \$</a>
<a href="#">Porter</a>	<a href="#">Ryanair</a>	<a href="#">Paramount Airways</a>
<a href="#">United Airlines(CA)</a>	<a href="#">SkyEurope</a>	<a href="#">Singapore-Y/J/F Class</a>
<a href="#">Westjet</a>	<a href="#">Sterling</a>	<a href="#">Spice Jet</a>
<a href="#">Zoom Airlines</a>	<a href="#">Thomsonfly</a>	<a href="#">Virgin Blue \$</a>
	<a href="#">Transavia</a>	
	<a href="#">United Airlines (UK)</a>	
	<a href="#">Vueling</a>	
	<a href="#">WizzAir</a>	

## INFORMATION OF PACKAGES AND PROMOTIONS

**At the moment we counted on an exclusive page for promotions and packages that are effective in the industry ([www.operadoraazteca.com.mx](http://www.operadoraazteca.com.mx)); which are updated every week and contain all the information available of the tourist industry**

This page Web this composing of:

- Packages
  - Holidays
  - Beaches
  - Cruise
  - Honeymoon
  - Routes
  - Hotels
  - Shopping
  - Fun and leisure
  
- Tools
  - Climate
  - Maps
  - Types of change
  - Purchases
  - Tips
  
- Services
  - Who we are
  - Contact
  - Complaints and Suggestions

## LEVEL AGREEMENT ON WATCH SLA

Topical		Measurement	Frequency	Goal
1.	<b>Survey of Satisfaction:</b> Survey that measures the satisfaction as far as service on the basis of the terms established by the Client and Operadora Azteca de Viajes	In line. With results analyzed by Client and OAV	Annual to include all the travellers.	80%
2.	<b>Telephone Service:</b>	Telephone Reports OAV	Quarterly	80%
	<b>Return of Calls:</b> In less than 30 Minutes	OAV Reports	Quarterly	96% - 100%
	<b>Answer via email Response:</b> 100% in less 30 minutes	General archives of E-mails OAV	Quarterly	96% - 100%
	<b>Call Center:</b> calls will be taken care of in less than 1 minute	Telephone Report OAV	Quarterly	80%
	<b>Quality control of reservations</b>	Mid-Office Quality Control Program.	Quarterly	98%
3.	<b>Fulfillment of Corporative policy of the Client by OAV</b>	<b>Reports given to the client</b>	Monthly	98% - 100%
4.	<b>Applying the economic rate</b>	Reports given to the client	Monthly	98% - 100%
5.	<b>Reimbursements</b> In 30 days	Reports given to the client	Monthly	98% - 100%
6.	<b>Document delivery / Tickets delivery</b>	Via e-mail / Via messenger <b>own personnel OAV</b>	<b>The times that are necessary</b>	100%
7.	<b>Reports Processings and given to the first 5 days of the even month wings done sales the previous month.</b>	By means of our BackOffice	Monthly	98%-100%

## CHARGES PER SERVICE

Type of Movement	Position:
Ticket emission	\$200.00
Emisión de Boletos WEB	\$300.00
Ticket cancellation	\$200.00
Reviewed tickets	\$200.00
Positions by change	\$200.00
Reimbursements	\$200.00
Nonreimbursable ticket reimbursement and name changes	\$500.00
Ascents of Class (Up-grades)	\$200.00
Step by ticket benefit (company)	\$200.00
Step by ticket benefit (personal)	\$500.00

**NOTE: These Positions are more V.A.T. and are independent of which it could acquire the air line by these movements.**