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TRAVEL, INC.

OST-97-2881 269

March 8, 2002

Docket Management Facility
U.S. Department of Transportation
Room PL-401
400 7th St SW
Washington D.C. 20590-0001

LETTER OF COMPLAINT
U.S. DEPARTMENT OF TRANSPORTATION

RE: Docket 2881

I **am** writing regarding travel agents inability to access all fares on their CRS. I find it very **unfair** that the Airlines can post fares on their websites, and Orbitz that **we** cannot access on our CRS.

As **a** travel agent I pride myself on my ability to give my clients the best possible price and service for any airline ticket. With the way pricing is now, I **am** not always sure I **am** doing that by accessing my CRS alone. The only way I can be sure is to go to another computer system, look up the fares on Orbitz, Travelocity, Expedia and possibly one or two airline web sites to check and make sure I have quoted my client the **best** price. **This** is very time consuming and not cost effective since the most I **am** allowed to make on any airline ticket is \$20. Therefore I do not look up these fares on the Web. Am I doing my customers **a** dis-service, probably but the way pricing is **set** up right now I cannot afford to do otherwise.

Travel Agents are the **only** unbiased source of information the consumer **has**. We should therefore have access to all fares and be able to sell them to our customers, with the ability to make a commission in the process. Please extend the current expiration date of this docket to March 31, 2003. Then I would appreciate it very much if you would consider the plight of thousands of **small** business owners, Travel Agents, and require the airlines to allow **us** access to web fares.

Sincerely,

Susan Parr, CTC, MCC
President

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