

	AF SALES SUPPORT / 057 TKTS	DL/KL GLOBAL SERVICE CENTER / 006 TKTS	AZ SALES SUPPORT / 055 TKTS	
AGENCY ACCOUNT SUPPORT				NOTE
Function Name: Who Has Access? Phone Number:	PREFERRED PARTNER CENTER Contracted Agencies ONLY 1-888-345-7587 9 to 5 Eastern only	GLOBAL SERVICE CENTER - PREFERRED PLUS Contracted Agencies ONLY 1-866-325-7723 Call this number for help with general issues 24/7 service	SALES SUPPORT DESK Contracted agencies 1-800-599-5380 Call this number for general issues	We regret we are not able to offer assistance with GDS entries. Please contact your GDS help desk for this kind of assistance.
		CONSOLIDATOR DESK Contracted Agencies ONLY 1-800-692-6995 Call this number for help with contract fare issues	905-364-4159 or 800-268-8556 x 4159 helpdesk.canada@alitalia.it Preferred support help desk	
PRODUCT & OTHER VALUABLE INFORMATION				
Function Name: Who Has Access? Address: Password Required: Access to:	Agent Connect All Agencies www.agentconnect.biz Individual Registration Operational and Product Info. AD info. Irregular ops info and instruction on rebooking options etc	AGENT WESITE All Agencies www.delta.com Scroll to bottom and click on travel agents Operational and Product Info. AD info. Irregular ops info and instruction on rebooking options etc	WEBSITE www.alitalia.ca No General Alitalia information	
GROUP DESK				
Function Name: Who Has Access? Phone Number: Password Required: E-Mail Access:		DL / KL / AF Group Desk All Agencies Domestic 800-532-4777 / International 800-337-4777 Preferred Agencies groupscajv.delta@delta.com		
CUSTOMER CARE				
Phone Number: Online Access:	877-247-9247 www.airfrance.ca Click on claims under ONLINE Help AND CONTACTS at the bottom of the page	N/A www.delta.com Click on comment/complaint at top of page	N/A customer.relationsCA@alitalia.it	
			Alitalia Customer Relations P.O. Box 188 Toronto, A.M.F. ON, L5P 1B1 Fax #: (905) 673-6089	