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THE APEX OFFICIAL AIRLINE RATINGS™ WHAT YOU NEED TO KNOW

WHAT ARE THE OFFICIAL AIRLINE RATINGS™? The Official Airline Ratings stand as the industry's only airline rating system that will gather passenger feedback based on travel itineraries, and provide an audited third-party analysis of the insights gathered. APEX will then share the feedback with its member airlines and honor the highest-rated airlines each year.

PROGRAM HIGHLIGHTS

- The annual ratings period will remain open until July 2017.
- The airlines will be rated on a scale from one to five stars.
- Data will be leveraged to select winners of the APEX Passenger Choice Awards for outstanding performance in five categories:
 - Seat comfort
 - Wi-Fi
 - Entertainment
 - Cabin Service
 - Food & beverage
- Four- and five-star airlines, and recipients of the Passenger Choice Awards, will be honored at the 2017 APEX EXPO.

METHODOLOGY

- Passengers who use the Triplt app will have the ability to rate flights.
- To ensure a level playing field, trips that have an extended delay or cancellation will not be counted in the ratings.
- At the close of the ratings period in July, each airline's overall ratings will be calculated and audited by a third party accounting firm.
- The individual airline ratings will then be used to create a global overall ranking of all the airlines.
- APEX will feature the airlines who receive four- and five-star airlines on its website, at events and in promotions.

ADDED VALUE FOR APEX AIRLINE MEMBERS

- APEX will leverage the feedback received from travelers in the Official Airline Ratings program and to help determine the winners of the APEX Passenger Choice Awards.
- APEX will provide each airline member exclusive anonymous feedback straight from their passengers to use in developing best practices and improved passenger experiences.
- Only APEX members are eligible for Official Airline Ratings and Passenger Choice Awards.

WHAT CAN YOU DO?

- In an effort to increase awareness of the ratings program, APEX airline members are being asked to voluntarily promote the Triplt app. Because Triplt does not sell flights via their app, there is not a channel conflict for the airlines.

