Decision _____

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Rulemaking regarding whether, or subject to what	Rulemaking 07-05-025
Conditions, the suspension of Direct Access may be lifted	(Filed May 24, 2007)
consistent with Assembly Bill 1X and Decision 01-09-060.	

INTERVENOR COMPENSATION CLAIM OF THE UTILITY REFORM NETWORK AND DECISION ON INTERVENOR COMPENSATION CLAIM OF THE UTILITY REFORM NETWORK

Claimant: The Utility Reform NetworkFor contribution to D.11-12-018Claimed (\$):\$35,339Awarded (\$):		Reform Network	For contribution to D.11-12-018	
		Awarded (\$):		
Assigned C	Assigned Commissioner: Florio Assigned ALJ: Pulsifer			
knowledge, Procedure, t	information his Claim h	and belief. I further as been served this d	et forth in Parts I, II, and III of this Claimis true to my best certify that, in conformance with the Rules of Practice and ay upon all required persons (as set forth in the Certificate of	
Service atta	ched as Atta	achment 1).		
		Signature:	/s/	
Date:	2/6/12	Printed Name:	Robert Finkelstein	

PART I: PROCEDURAL ISSUES (to be completed by Claimant except where indicated)

A. Brief Description of Decision:	In D.11-12-018, the Commission resolved issues
	designated as Phase III of this proceeding, relating to the
	rules and methodologies applicable to Direct Access and
	Departing Load electric service.

B. Claimant must satisfy intervenor compensation requirements set forth in Public Utilities Code §§ 1801-1812:

	Claimant	CPUC Verified
Timely filing of notice of inter	nt to claim compensation (NOI) (§	1804(a)):
1. Date of Prehearing Conference:	N/A	

2. Other Specified Date for NOI:	Within 30 days of issuance of OIR			
3. Date NOI Filed:	June 25, 2007			
4. Was the NOI timely filed?				
Showing of customer or custom	ner-related status (§ 1802(b)):			
5. Based on ALJ ruling issued in proceeding number:	R.07-05-025, the instant proceeding			
6. Date of ALJ ruling:	August 17 2007			
7. Based on another CPUC determination (specify):				
8. Has the Claimant demonstrated customer or custome	er-related status?			
Showing of "significant financial hardship" (§ 1802(g)):				
9. Based on ALJ ruling issued in proceeding number:	R.07-05-025, the instant proceeding			
10. Date of ALJ ruling:	August 17 2007			
11. Based on another CPUC determination (specify):				
2 12. Has the Claimant demonstrated significant financia	l hardship?			
Timely request for com	pensation (§ 1804(c)):			
13. Identify Final Decision:	D.11-12-018			
14. Date of Issuance of Final Order or Decision:	12/7/11			
15. File date of compensation request:	2/6/12			
16. Was the request for compensation timely?				

C. Additional Comments on Part I (use line reference # as appropriate):

#	Claimant	CPUC	Comment
	X		In D.10-09-041 the Commission awarded compensation to TURN for its substantial contributions to the decisions issued through mid-2010. Pursuant to Rule 17.2 of the Commission's Rules of Practice and Procedure, having been found eligible for an award of compensation in the earlier phase of this proceeding means TURN remains eligible in this later phase of the same proceeding.

PART II: SUBSTANTIAL CONTRIBUTION (to be completed by Claimant except where indicated)

A. In the fields below, describe in a concise manner Claimant's contribution to the final decision (*see* § 1802(i), § 1803(a) & D.98-04-059). (For each contribution, support with specific reference to the record.)

Contribution	Specific References to Claimant's Presentations and to Decision	Showing Accepted by CPUC
This is an unusual request for compensation. It is limited to the time that TURN devoted to participating in pre-testimony and pre-hearing workshop and working group activities conducted pursuant to several Assigned Commissioner Rulings. The workshops and working groups were intended to seek consensus or to narrow the differences among the parties over the contentious issues addressed in Phase III of this rulemaking. TURN was a very active participant in these workshops and working group efforts, and TURN submits that the result was a substantial contribution to the proceeding and, by extension, to D.11-10-018.		
However, due to highly unusual circumstances, TURN's substantial contribution is not so evident on the face of the decision itself. In early 2011 Mike Florio, TURN's attorney in this proceeding, was appointed to the Public Utilities Commission. The timing coincided with the end of the workshops and working group effort ended and the remaining issues were to be addressed in prepared testimony and hearings. While Mr. Florio gave TURN as much notice as possible under the circumstances, TURN was not able to fill his position until many months later. Unfortunately, TURN's reduced staffing in the first half of 2011 and the demands of other Commission proceedings prevented TURN from maintaining its active role in this rulemaking. Therefore TURN did not sponsor testimony or participate in the hearings. As a result, there is little direct evidence of our work in the proceeding on the face of D.11-12-018.		
The Commission has previously awarded intervenor compensation even where unusual circumstances prevent the intervenor from		

demonstrating its substantial contribution to a final decision. For example, the Commission has awarded intervenor compensation in a number of cases where the proceeding ended without a decision on the merits, due to circumstances beyond the control of the intervenor seeking compensation. ¹ Here the circumstances are different, but TURN submits that the same outcome is appropriate.	
The Commission should find that Mr. Florio's efforts in the working group and workshop settings served to help achieve joint recommendations on some issues and to further illuminate those issues that remained in dispute. In his role as a leading advocate (and for much of the period the sole advocate) on behalf of small bundled service customers, Mr. Florio played an essential role working with the relatively shared positions held by the IOUs on the one hand, and the ESPs and direct access customer representatives on the other. Such efforts constitute a substantial contribution to the later-adopted decision addressing those issues. Given the highly unusual circumstances that have resulted in our current position vis-à-vis this proceeding, the Commission should find that TURN's work covered in this request should be deemed to have made a substantial contribution to D.11- 12-018.	
1. The Assigned Commissioner and ALJ Ruling Clarifying Scope and Scheduling Further Proceedings issued June 15, 2010 adopted a schedule for workshops and comments to resolve the remaining issues associated with Senate Bill (SB) 695 implementation. It set two days of technical workshops on issues including switching rules, ESP financial security requirements, transitional bundled service (TBS) rate update, and compliance with resource requirements, among other things.	ACR of June 15, 2010, pp. 3-9.

¹ See, for example, D.04-03-031 (in A.99-12-024, involving SCE's withdrawn proposal to divest hydroelectric generation facilities), and decisions cited therein.

For each set of issues the ACR asked the parties to address a number of questions laid out in the ruling. TURN was an active participant in those workshops.	
At the conclusion of the workshops, the parties agreed to continue discussions of these topics in informal working groups, in an effort to narrow the issues in dispute. The three working groups met several times over the next few months. TURN continued to actively participate in the workshops.	
On November 15, 2010 the three IOUs submitted a Joint Compliance Filing setting forth a general description of the workshop and working group effort, and the resulting areas of consensus and non-consensus. The Summary of Working Groups 2 and 3 attached to the compliance filing indicate that the workshop and working group effort led to joint recommendations covering a number of the a number of the issues regarding resource requirements and process improvements.	Joint Compliance Filing of PG&E, SDG&E and SCE, November 15, 2010
2. A prehearing conference was conducted on November 5, 2010. The resulting procedural plan for Phase III again began with technical workshops as a vehicle to achieve consensus or narrow disputed issues, with an emphasis on Departing Load power charge indifference amount (PCIA) issues but also including other Phase III issues.	Assigned Commissioner's Ruling Adopting Amended Scoping Memo and Schedule, November 22, 2010, pp. 3-6.
Workshops were scheduled for December 7, 14 and 15, 2010. An additional workshop was later added, and was conducted on January 4, 2011. Through the presence of Mr. Florio, TURN was an active participant in each of these workshops.	

B. Duplication of Effort (§§ 1801.3(f) & 1802.5):

		Claimant	CPUC Verified
a.	Was the Division of Ratepayer Advocates (DRA) a party to the	Yes	

	proceeding?
b.	Were there other parties to the proceeding with positions similar to Yes yours?
c.	If so, provide name of other parties: PG&E, SCE and SDG&E (on some but not all issues).
d.	Describe how you coordinated with DRA and other parties to avoid duplication or how your participation supplemented, complemented, or contributed to that of another party:
	TURN avoided duplication of effort in the workshops and working group activities by presenting arguments and analysis that did not merely repeat the other parties' arguments (where we agreed with those parties), but rather provided additional analysis and insight from our relatively unique perspective. Through the years, Mr. Florio has had a well-earned respect for the ability to work with a diverse array of interests and find the approach that achieves an acceptable outcome for all of those interests.
	From TURN's review of the record, it appears that DRA was not an active participant in the workshops and working group activities that took place from June through at least the end of October 2010. In the later set of workshops, TURN met first with the DRA team in an effort to compare positions and coordinate our work.

C. Additional Comments on Part II (use line reference # or letter as appropriate);

#	Claimant	CPUC	Comment

PART III: REASONABLENESS OF REQUESTED COMPENSATION (to be completed by Claimant except where indicated)

A. General Claim of Reasonableness (§§ 1801 & 1806):

a. Concise explanation as to how the cost of Claimant's participation bears a reasonable relationship with benefits realized through participation (include references to record, where appropriate)	CPUC Verified
In a proceeding such as this one, it is not possible to establish a specific dollar amount of savings resulting from TURN's work (or any party's work, for that matter) because the issues are related to establishing the conditions and framework for future transactions. However, several of the issues had to do with ensuring that bundled service customers are not unduly saddled with costs that should be borne by direct access customers or by ESPs, and that ESPs meet their resource adequacy, renewable portfolio standards, and AB 32 requirements. TURN submits	

correctly more than outweighs the relatively small amount of participation costs that TURN seeks to recover in this request.	
b. Reasonableness of Hours Claimed.	
TURN's Request for Compensation includes only those hours directly attributable to Mr. Florio's participation in the working group and workshop activities in the latter half of 2011 and a single workshop in 2012. The hours are primarily for the actual attendance at the workshops or working group meetings, which occurred on ten days during this period. The other time entries cover relatively small amounts of time associated with preparation for the workshops or working group meetings, and attendance at a prehearing conference. The approximately 60 hours sought for compensation here is reasonable given that the figure covers preparing for and attending ten-plus days of events, many of which went all day. TURN's request also includes 4.5 hours devoted the preparation of this request for compensation. TURN has reduced the number of hours	
included for this effort to reflect the unusual circumstances of this case.	
TURN has not sought to allocate by issue the hours included in this request for compensation. This is the third phase of an ongoing rulemaking, with a relatively narrow range of issues covered in the phase. Furthermore, in the workshops and working group sessions covered by this request many sessions covered a number of issues in a manner that would have made allocation difficult. While TURN could have attempted an issue-specific allocation, it would have required devoting far more time to the preparation of this request for compensation in order to obtain and more closely review the detailed agenda for each of the workshop or working group meetings. Therefore TURN submits that it was reasonable to allocate the hours to Phase 3 without a further more specific issue by allocation. If the Commission believes that an attempt at issue-specific allocation of the request.	

B. Specific Claim:

			CLAIMED	Parameter Manager and State and State and State Manager and State and			CPUC Aw	IARD
	alle	Α.	TORNE	Y, EXPERT, AND	ADVOCAT	E FEES		
ltem	Year	Hours	Rate	Basis for Rate*	Total \$	Hours	Rate	Total \$
Michel P. Florio	2010	61.25	\$535	D.10-05-012, p. 4	\$32,769			

					Subtotal:	\$32,769		Subtotal:	
					OTHER FEE	S			
	De	scribe h	ere what (OTHER H	OURLY FEES you a	e Claiming	(paralega	l, travel **, et	tc.):
	ltem	Year	Hours	Rate	Basis for Rate*	Total \$	Hours	Rate	Total \$
M. Tra	Florio vel	2010	5.0	\$267.5	Half of approved hourly rate	\$1,337.5			
[Pe	rson 2]								
				•	Subtotal:	\$1,338		Subtotal:	
	6		INTERV	ENOR CO	OMPENSATION CL	AIM PREI	PARATIO	N **	19. ja – 19.
	Item	Year	Hours	Rate	Basis for Rate*	Total \$	Hours	Rate	Total \$
Rob Fink	ert celstein	2012	4.5	\$235	Half of approved hourly rate for 2011	\$1,057			
[Pro	eparer 2]								
					Subtotal:	\$1,057		Subtotal:	
				and a second	COSTS			n an an an Anna an Anna a' Anna an Anna	ngal sa sa menenga
#	Item		Detail			Amount	Amount		
2	Travel		Plane fare 10/18/10	to and from	meeting in Long Beach	\$175			
	•				Subtotal:	\$175		Subtotal:	
				TI	OTAL REQUEST \$:	\$35,339	TOTAL	AWARD \$:	

**Travel and Reasonable Claim preparation time typically compensated at ½ of preparer's normal hourly rate.

C. Attachments Documenting Specific Claim and Comments on Part III (Claimant completes; attachments not attached to final Decision):

Attachment or Comment #	Description/Comment
1	Certificate of Service
	Reasonableness of Expenses: The Commission should find TURN's direct expenses reasonable. The expenses consist of photocopying and postage expenses for pleadings and other documents produced specifically for this proceeding; and travel-related expenses for TURN's consultant attending workshops in this proceeding (airfare, ground transport and parking, and hotel). As explained in comment 1 above with regard to the reasonableness of the travel-related hours included in this request, the travel-related expenses are reasonable. TURN's consultant kept the travel expenses to a minimum by only appearing in person for two of the multitude of events related to this proceeding during the 2010-2011 period.

D. CPUC Disallowances, Adjustments, and Comments (CPUC completes):

#	Reason

PART IV: OPPOSITIONS AND COMMENTS

Within 30 days after service of this Claim, Commission Staff or any other party may file a response to the Claim (see § 1804(c))

(CPUC completes the remainder of this form)

A. Opposition: Did any party oppose the Claim?

If so:

Reason for Opposition	CPUC Disposition
	Reason for Opposition

B. Comment Period: Was the 30-day comment period waived (*see* Rule 14.6(2)(6))?

If not:

Party	Comment	CPUC Disposition

FINDINGS OF FACT

- 1. Claimant [has/has not] made a substantial contribution to Decision (D.) _____.
- 2. The requested hourly rates for Claimant's representatives [,as adjusted herein,] are comparable to market rates paid to experts and advocates having comparable training and experience and offering similar services.
- 3. The claimed costs and expenses [,as adjusted herein,] are reasonable and commensurate with the work performed.
- 4. The total of reasonable contribution is \$_____.

CONCLUSION OF LAW

1. The Claim, with any adjustment set forth above, [satisfies/fails to satisfy] all requirements of Public Utilities Code §§ 1801-1812.

ORDER

- 1. Claimant is awarded \$_____.
- 2. Within 30 days of the effective date of this decision, _____ shall pay Claimant the total award. [for multiple utilities: "Within 30 days of the effective date of this decision, ^, ^, and ^ shall pay Claimant their respective shares of the award, based on their California-jurisdictional [industry type, for example, electric] revenues for the ^ calendar year, to reflect the year in which the proceeding was primarily litigated."] Payment of the award shall include interest at the rate earned on prime, three-month commercial paper as reported in Federal Reserve Statistical Release H.15, beginning _____, 200__, the 75th day after the filing of Claimant's request, and continuing until full payment is made.
- 3. The comment period for today's decision [is/is not] waived.
- 4. This decision is effective today.

Dated _____, at San Francisco, California.

Date	Atty	Task	Description	Time뀀⊔ŊSpent
Attorney:뀀□ŊMF				
	7/8/10 MF	695-⊔2	Conf뀀凵Ŋcall뀀凵Ŋw/뀀凵ŊIOUs뀀凵Ŋre:뀀凵Ŋ	bond뀀⊔ lQre bquirement
	7/12/10 MF	695-⊔2	Workshop뀀⊔Ŋat뀀⊔ŊPUC	6.00
	7/13/10 MF	695-⊔2	Workshop뀀□Ŋat뀀□ŊPUC	3.00
	8/30/10 MF	695-⊔2	Working뀀□Ŋgroup뀀□Ŋmeeting뀀□Ŋ@PG&I	E 7.25
	8/31/10 MF	695-⊔2	Working뀀□Ŋgroup뀀□Ŋmeeting뀀□Ŋ@뀀□I	JOpera뀀 5 ၊\$9 Iaza
	9/14/10 MF	695-⊔2	Party뀀᠋Ŋcall뀀᠋Ŋre:뀀᠋Ŋequal뀀᠋Ŋrequire	ements 0.50
	9/20/10 MF	695-⊔2	Call뀀凵Ŋin뀀凵Ŋto뀀凵Ŋworkshop뀀凵Ŋin뀀凵	ቢLong뀀 \$ጊ\$θe ach
	10/18/10 MF	695-⊔2	Working뀀凵Ŋgroup뀀凵Ŋmeeting뀀凵Ŋin뀀凵ſ)Long뀀⊔ lβ®e ach
	11/4/10 MF	Ph3	Prep뀀凵Ŋfor뀀凵ŊРНС	0.25
	11/5/10 MF	Ph3	Attend뀀□ŊPHC	1.25
	11/22/10 MF	695-⊔2	Review뀀□Ŋcompliance뀀□Ŋfilings	0.50
	11/24/10 MF	695-⊔2	Review뀀⊔Ŋrevised뀀⊔Ŋscoping뀀⊔Ŋmemo	0.25
	11/30/10 MF	695-⊔2	Review뀀티Ŋparty뀀티Ŋfilings뀀티Ŋon뀀티ŊWS	S뀀∐ηtopi 0s 50
	12/2/10 MF	695-⊔2	Discuss뀀凵ŊWS뀀凵Ŋissues뀀凵Ŋw/뀀凵ŊDRA	뀀⊔ηteam1.00
	12/7/10 MF	695-⊔2	Attend뀀凵Ŋworkshop	7.00
	12/14/10 MF	695-⊔2	Attend뀀凵Ŋworkshop	7.00
	12/15/10 MF	695-⊔2	Attend뀀凵Ŋworkshop	3.00
	1/3/11 MF	695-⊔2	Prep뀀凵Ŋfor뀀凵Ŋworkshop	0.50
	1/4/11 MF	695-⊔2	Attend뀀凵Ŋworkshop뀀凵Ŋon뀀凵ŊPCIA	5.50
Total:뀀□ŊMF				
				61.25
	10/18/10 MF	Travel	Travel뀀凵Ŋto뀀凵Ŋand뀀凵Ŋfrom뀀凵Ŋmeetin	g뀅□Ŋin 珰.0のLo ng뀅□ŊBeac
Grand뀀□ŊTotal				
				66.25

Customer Info	rmation				001797000000000000000000000000000000000
Traveler:	Michel Florio	Email:	mflorio@tur	n.org Phone	5105683565
Booking Number:	5524116	Booked On:	Sun, Oct 10	2010	
Trip Summary					and man a feature and a second a
For any changes to	the itinerary	call us 24/7	7 Toll Free: 8	66-794-6049	
Flight Summary					
From: Oakland, US (OAK)	N	Depart: lon, Oct 18, 201 :00 am - 8:19		Reserv FXTWAC	ation ID:)
To: Long Beach, US (LGB)	Μ	leturn: Ion, Oct 18, 2010 :25 pm - 6:40	0 pm (Nonstop)		
Traveler Name	Ticket #		Seat Request	Meal Preference	Special Request
Florio, Michel (Adult)	279792747910)7 E-Ticket	Any seat	Any meal	' dominante
Flight Booking I	Details				napara televisioni nero en restatu a de nero de persona de de de como teneno a seguri de un conve
Booking Number:	5524116		Reservation	ID: FXTWAG)
Departing Flight - Mon	day, Oct 18, 201	LO	name frankratinnigen berenden <u>e dittagen berenden</u>	ne of the second space of the constraint of the second second second second second second second second second	an dia katana mangka katana mana katana k
jet Blue		m kland (OAK) 00am -Oct 18, l		To Long Beach (LGB) 08:19am -Oct 18, Moi	Nonstop Coach
JetBlue Airways Flight 241 Airbus Industries A320 Jel	t			N 7	JUYZ
Request Seat				K	JUNS
Airline confirmation: K	JUXZU				
Flight Duration: 1hr 19n	nin		Total Trip Tim	e: 1hr 19min	
Return Flight - Monday	, Oct 18, 2010				
jet Blue		m g Beach (LGB) 2 5pm -Oct 18, M	Ċ	o Dakland (OAK) D6:40pm -Oct 18, Mor	Nonstop Coach
letBlue Airways Flight 250 Airbus Industries A320 Jet					
Request Seat Airline confirmation: KJ	UXZU			÷	
light Duration: 1hr 15m	in		Total Trip Time	a: 1hr 15min	
lease note: As Airlines h our flight details. <u>Airline P</u>		dule changes, p	lease call the Airli	ne 24 hours before dep	parture to reconfirm
Price Details (US	iD)				
Travel	er Type	Ticket Price	Te	<u>c & Fee Breakdown</u>	Tota

https://www.onetravel.com/Default.aspx?tabid=4984&guid=32b9586f-62b... 10/12/2010

1 Adult/s	\$ 133.00	\$ 47.40	\$ 180.4
		Insurance Fee:	\$
		Promo Discount:	\$ -5.0
Credit Card: 4388**72		Subtotal:	\$ 175.4
otal Booking Amount:			\$\$180.4
otal Discount (Savings):			-\$5.0
otal Cost:			\$175.40
lease Note: Your credit card may	y be billed in multiple charges	totaling the above amount.	
Terms & Conditions			
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all Holidays. If you need assistant call 212-634-5182) or contact Cu order in which they are received. Advice to Travelers To recieve our emails in your onetravel@onetravelspecials. Domestic USA flights (50 Un Re-confirm flight schedules, de directions. Recommended check-in time is International Flights: Re-confirm flight schedules, de directions. Recommended check-in time is Special note: The airline reserv departure gate in adequate tim times as well. Should the airline airline or OneTravel. Please either visit the airline we Airline Phone Numbers Code-share Partners - Please good idea when reconfirming ye correct departure gate. (For exe	ce, call us at 866-794-6049 (if ustomer Care at <u>TLC@onetra</u> inbox and not in your spam <u>com</u> sited States): parture times, seats, and any at least 2 hours prior to flight parture times, seats, and any at least 3 hours prior to depa <i>ves the right to deny boarding</i> <i>ne. Please check with the ain</i> <i>e deny boarding, in such a ca</i> ebsite or contact the airline b review your flight information our flight, be sure ask about ample - Your itinerary may in es, so you will need to appeal	you are calling from outside the Uni avel.com. Online queries will be res box, please add this email in you special requests 24 hours prior to departure. special requests 72 hours prior to rture time. <i>to passengers that do not check-in</i> <i>line for times. Also, certain cities va</i> <i>ise, no compensation will be awarde</i>	ted States, please sponded to in the r address book departure in all departure in all <i>or arrive at the</i> <i>ary for check-in</i> <i>ed either by the</i> check-in rules: e flights. It is a u arrive at the the flight may

Health Documents: Select countries require health documents prior to entry. Please check with each country you are visiting or traveling through to ensure you have the proper vaccinations and any required health documents prior to departure.

Please visit these website for further information:

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U.S. Travel and Transportation Regulations/ Restrictions www.dhs.gov/

Entry/Documentation Requirements for Foreign Travel,

List of Embassies http://www.usembassy.gov/

* Print the 3-1-1 for Carry Ons as required by the TSA [Transportation Security Administration] - click here.

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All fares and rules are subject to change prior to ticket issuance. However infrequently, should the fare or rules change, we reserve the right to notify you of any changes within3 business days. In instances like these, Ontravel will bear the cost up to but not to exceed \$25.00. You reserve any right to not purchase this ticket, and your reservation will be cancelled without any billing your credit card.

When the reservation information remains the same the ticket will be issued. At the time of ticketing you are bound by the rules, regulations and restrictions of the purchased ticket(s). Your credit card will be billed and is non-refundable.

Most airlines require electronic tickets. In some cases electronic tickets cannot be issued per the reservation or airline; at this time a paper ticket will be issued and a shipping fee will be charged.

Changes: All tickets are non refundable and non changeable. Some tickets where Changes may be permitted are subject to penalties and fare differential based on whether the change will be for dates and/or routing. In order to determine the total applicable fees, you must provide us with new dates and/or routing. There may be fare differential as well as Airlines' and our fees that apply in order to process changes to your itinerary. For assistance you may contact us at our 24/7 toll free call center- 1 866 883 0908. We do not guarantee final processing of any changes as they are subject to many factors beyond our control such as fare and seat availability and other factors. Most tickets have restrictions and may not be changeable even with a fee.

Travel Insurance: If you selected to add Trip Insurance to your flight ticket purchase, the payment of your insurance policy will be processed immediately upon the submission of your order thereof. Please <u>Click here</u>, to review the detailed description of your insurance coverage. For questions about your coverage, or to file a claim, or inquire about the status of an existing claim (only if you purchased insurance on or after January 16, 2009) contact Seven Corners at (877) 444-5013 use Plan Code - NWT200901. This number is valid for insurance related questions only.

Rules and Regulations:

Please read the rules and regulations of this reservation as additional details and information will be provided. All tickets are non-transferable and name changes are not permitted. Please be sure that the names are spelled properly to avoid any delays or increase in cost. OneTravel does not take any responsibility for misspelled names.

After a ticket(s) is issued all OneTravel service fees are non-refundable.

Charge Authorization, Your Electronic Signature Copy

I, Michel P Florio, have read the Terms and Conditions and I understand that this fare is non-refundable. I agree to pay a total amount of USD **175.40** (Credit Card Number:4388**72) for this purchase. This will serve as my Electronic Signature.

Thank you for using **"One Travel"**. If you need any assistance, please call us at **866-794-6049** or email us at <u>tic@onetravel.com</u>