

The MyWay quality commitment

ANA guarantees this service with duly trained and qualified staff and is committed to complying with the following service levels, recommended by the ECAC:

BOARDING_

The service levels, if the service as been pre-booked:

_80% of the passengers should wait no longer than 10 minutes for assistance, after contacting the MyWay service;

_90% of the passengers should wait no longer than 20 minutes for assistance, after contacting the MyWay service;

_100% of the passengers should wait no longer than 30 minutes for assistance, after contacting the MyWay service;

The service levels, if the service hasn't been pre-booked:

_80% of the passengers should wait no longer than 25 minutes for assistance, after contacting the MyWay service;

_90% of the passengers should wait no longer than 35 minutes for assistance, after contacting the MyWay service;

_100% of the passengers should wait no longer than 45 minutes for assistance, after contacting the MyWay service;

ARRIVAL_

The service levels, if the service as been pre-booked:

_80% of the passengers should wait no longer than 5 minutes for assistance, after arrival;

_90% of the passengers should wait no longer than 10 minutes for assistance, after arrival;

_100% of the passengers should wait no longer than 20 minutes for assistance, after arrival.

The service levels, if the service hasn't been pre-booked:

_80% of the passengers should wait no longer than 25 minutes for assistance, after arrival;

_90% of the passengers should wait no longer than 35 minutes for assistance, after arrival;

_100% of the passengers should wait no longer than 45 minutes for assistance, after arrival.

For the arrival process it was also defined an intermediate level of service, if the service as been pre-booked within 90 minutes:

_80% of the passengers should wait no longer than 15 minutes for assistance, after arrival;

_90% of the passengers should wait no longer than 20 minutes for assistance, after arrival;

_100% of the passengers should wait no longer than 30 minutes for assistance, after arrival.