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Whether your clients are planning a Mediterranean escape, a European city break, or a journey beyond, Rome offers convenient onward connections to some of the region's most sought-after destinations—all on one ticket with ITA Airways.

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Destinations and route schedules might change. Please check airline website and GDS.

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AGENT INFO



Customer Service
ITA Airways (AZ)

✉ Customer Service: bookingschangesrefunds@ita-airways.com



Dear Travel Advisor,

ITA Airways would like to inform you that, as part of the ongoing evolution of its commercial distribution strategy, a Distribution Cost Charge (DCC) for tickets with **Point of Commencement (POC) Japan** will be implemented.

Effective as of ticket issuance date September 1st, 2026, a Distribution Cost Charge (DCC) will be levied on ITA Airways (055) tickets issued with **POC Japan** through the following distribution channels:

- EDIFACT
- NDC Public

The DCC is applied to increase transparency and offset distribution costs incurred for the distribution through GDS via EDIFACT (*) and the NDC Public.

The applicable DCC amounts for tickets issued with POC Japan are as follows:

EDIFACT

- Amadeus: JPY 3,500.00
- Sabre: JPY 4,200.00
- Travelport: JPY 4,300.00
- Infini: JPY 3,500.00

NDC Public

- Amadeus: JPY 1500.00
- Sabre: JPY 1500.00
- Travelport: JPY 1500.00

For other Point of Commencements please refer to the [DCC Guideline](#).

The DCC might be subject to periodic review.

Until further notice, the DCC will not apply to sales for:

- groups;
- flights subject to Public Service Obligations (e.g., territorial continuity);
- flights departing from Hong Kong, Iran, Libya and Yemen.

The DCC will be displayed:

- in the **YR** field for EDIFACT bookings.
- in the **OB-T** field for NDC Public bookings.

The following sales channels will remain exempted from the DCC:

- NDC Bilateral
- Direct API connection
- ITA Airways.com
- Other ITA Airways direct sales channels

As communicated on April 14th, 2026, we kindly remind you that ITA Airways NDC Bilateral offers exclusive fares such as Continental and Intercontinental (#) Light fares and Domestic and Continental Business Saver fares, ancillary services and a dynamic booking experience.

The access to the ITA Airways NDC Channel will be possible as follows:

As an IATA/ARC Travel Agent, you will be able to access via:

- **Aggregators (*)**: enabled NDC platforms (GDS or Travel Technology Providers)

[Learn more](#)

- **SPRK**: free web platform for partners with an active IATA/ARC code.

[Learn more](#)

- **Direct connection (NDC API)**: directly integrating with ITA Airways APIs within the Lufthansa ecosystem.

[Learn more](#)

Integration with the Lufthansa Group distribution model will enable simple and fast access to ITA Airways NDC contents.

Agents already connected to a Lufthansa Group NDC solution will be able to automatically access ITA Airways NDC contents, subject to the necessary agreement with an enabled aggregator. Agents not yet connected to a Group NDC solution may register through the Lufthansa Group **NDC Partner Program** portal (select NDC Connections).

For detailed information, including the applicable DCC amounts, FAQs, and future updates, please visit the **ITA Airways Connect portal**.

Thank you for your continued partnership.

Kind Regards,

ITA Airways

(#) Intercontinental Light fares will also be available via the EDIFACT channel for selected destinations.

() Travel Technology Partners and GDS (Aggregators) are gradually completing the enablement process. Please check with your Aggregator for the status of the integration process.*

Email: b2bassistance@ita-airways.com

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Dear Travel Advisor,

we would like to remind you that, starting November 30, 2026, the **seasonal direct flight from Rome Fiumicino to Santo Domingo will begin operating** once a week on Mondays.

Beginning December 14, an additional weekly flight will be added on Sundays, continuing through the end of March 2027.

The flight will be operated with Airbus A330neo aircraft, configured in three classes: Business, Premium Economy, and Economy.

Convenient connections to the entire ITA Airways network are guaranteed.

Discover all of [ITA Airways' offers](#).



Let your customers take advantage of the peak summer month to **admire all the beauty the Mediterranean Sea** has to offer!

Discover **ITA Airways'** seasonal flights still operating in August and September in Italy, Greece and Spain.

Visit [ITA Airways Connect](#) for more details.



During the peak summer season, **Tokyo-Haneda Airport and its access routes can become congested.**

We therefore recommend that you **inform passengers in advance of the need to arrive at the airport well in advance** to complete check-in procedures and security checks within the required time frame.

[ITA Airways Connect](#)

Email: b2bassistance@ita-airways.com

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