

Air India Easy Connect Flights (Hub & Spoke) Agent Business Guide

Version 1.4

Date: Thursday, 07th September 2026

Revision History:

Version	Date	revisions*
1.0	25 th Jun 2026	Introduction of Easy Connect Flights (Hub & Spoke)
1.1	10 th Jul 2026	Addition of new Easy Connect sectors and updates to the display logic
1.2	25 th Jul 2026	Addition of new Spoke Airport- ATQ
1.3	20 th Aug 2026	Introduction of Inbound Easy Connect Flights Effective 11 th Sep
1.4	07 th Sep 2026	Introduction of Inbound routes and updated Spoke airports

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1. Introduction:

Air India has introduced the Easy Connect Flights (Hub & Spoke) to simplify the travel experience for international passengers.

Under this programme, passengers complete their immigration formalities at the origin (Spoke) airport instead of the Hub airport, resulting in a faster and smoother international connection.

This document provides guidance for travel agents on identifying eligible bookings and advising passengers correctly.

2. Requirement:

Travel Partners are required to implement a passenger acknowledgement pop-up within the booking flow for the following itinerary types:

- a. Eligible Hub & Spoke itineraries for the Onward Journey
- b. Eligible Hub & Spoke itineraries for the Return Journey
- c. Non-eligible Domestic itineraries
- d. Non-eligible onward international connection flight

Pop-up message should capture the passenger's acknowledgement/consent before allowing the booking flow to proceed

3. Agent Responsibilities:

- a. Agents are responsible for ensuring that passengers are informed about:
- b. Eligibility of the Easy Connect programme.
- c. Reporting at least 3 hours before departure.
- d. Non-availability of Web Check-in.
- e. Requirement to collect a physical boarding pass.
- f. DigiYatra requirement for Indian passport holders.
- g. Through check-in of baggage.
- h. Customs declaration restrictions.
- i. Immigration process at the origin airport.

4. Dynamic and configurable for easy handling of any future changes:

- a. **Spoke Airport logic:** Air India will adding more spoke airports in the times to come, list of some of the expected spoke airports, therefore, it's ideal that travel partners should not hard code the spoke airport
- b. **Hub Airports logic:** Each hub airport will have its independent flight series
- c. **Eligible maximum connecting time:** currently the maximum connecting time for an eligible Easy connect (Hub and spoke) flight is 4 Hrs. However, partners should keep it configurable so that any change can be accommodated with ease in future.

5. Outbound Easy Connect Booking Condition:

- a. Flight operated under AI 11xx series
- b. Onward international connection on Air India flight within 4 hours

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Outbound: Easy connect flights (Hub and Spoke) Departing from India to an international destination:

Requirement	Condition	Pop-Up Message / Passenger Advisory (To be displayed on Booking Flow)	Example for reference
Eligible Hub & Spoke itinerary for onward flights/One-Way	- Flight series start from AI-11XX - MCT: within 4 hrs	Air India Easy Connect Flights: Important information This itinerary is a part of the Hub & Spoke programme (i.e. includes a flight operated under AI 11xx series) What this means for your journey: • Please arrive at least 3 hours before departure. • Web check-in is not available. • Check-in and immigration formalities will be completed at your origin airport. • Your baggage will be checked through to your final destination. • Customs declaration is not available at the origin airport. • Indian nationals must register on the DigiYatra platform and keep the app active on their mobile phones. Passengers must upload their boarding pass to the DigiYatra app after check-in at the airport. • Passengers of non-Indian nationalities will be required to proceed directly to document verification at the transfer area at Delhi Airport. • A fresh boarding pass will not be issued at Delhi Airport to passengers who have already received a boarding pass for the international sector at their origin airport. • Please keep your boarding pass and passport/photo ID readily available for verification during transit at Delhi Airport.	- Flight No.: AI1111 Sector: VNS-DEL - Flight No.: AI4309 Sector: DEL-DXB
Non-eligible Domestic itineraries	- Flight series start from AI-11XX - No onward international connection	Air India Easy Connect Flights: Important information This itinerary is a part of the Hub & Spoke programme (i.e. includes a flight operated under AI 11xx series) What this means for your journey: • Please arrive at least 3 hours before departure. • Web check-in is not available. Check-in will be completed at the airport. • Departure and arrival will be from the international terminal. • Please keep your boarding pass and passport/photo ID readily available for verification.	Flight No.: AI1111 Sector: VNS-DEL

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Non-eligible onward international connection flight	- Flight series start from AI-11XX - MCT: More than 4 hrs	Air India Easy Connect Flights: Important information This itinerary is a part of the Hub & Spoke programme (i.e. includes a flight operated under AI 11xx series) What this means for your journey: • Please arrive at least 3 hours before departure. • Web check-in is not available. Check-in will be completed at the airport. • Customs and immigration formalities will be completed at Delhi Airport.	- Flight No.: AI1111 Sector: VNS-DEL - Flight No.: AI2015 Sector: DEL-LHR
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6. Inbound Easy Connect Booking Condition:

- Onward domestic flight is operated under the AI-11XX flight series.
- Connection time between the inbound international flight and the onward domestic flight is less than 4 hours.

Inbound - Easy Connect Flights (Hub & Spoke) Arriving in India from International Destinations

Requirement	Condition	Pop-Up Message / Passenger Advisory (To be displayed on Booking Flow)	Example for reference
Eligible Hub & Spoke itineraries for the Return Journey	- Onward domestic flight series starts from AI-11XX - MCT: within 4 hrs	Air India Easy Connect Flights: Important information: • Web Check-in: Not available; check-in to be completed at the airport. • Baggage: Checked-in baggage will be transferred directly to your final destination in India, so you do not need to collect it at the Hub transfer airport. • Customs Declaration: To be completed at the Origin airport. • Immigration and Customs Clearance: Will be at the Destination airport.	- Flight No: AI0224 Sector: KTM-DEL - Flight No: AI1114 Sector: DEL-ATQ

7. International Easy Connect Flights Connecting to AI-1114 at Delhi*

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1. Kathmandu (KTM)
2. Colombo (CMB)
3. Vienna (VIE)
4. Rome (FCO)
5. Zurich (ZRH)
6. Melbourne (MEL)
7. Milan (MXP)
8. Amsterdam (AMS)
9. Paris (CDG)
10. Kuala Lumpur (KUL)
11. Frankfurt (FRA)
12. Copenhagen (CPH)
13. Bangkok (BKK)

8. Brief Message as a Ticker:

Given that this is a first of its kind initiative that Air India is pioneering, OTA'S having to show the USP of this program across the following touch points.

Touch point	Brief message as a ticker, highlighting the USP'S	Benefits of showing these USP'S
Listing page	<i>"Easy connect flight"</i> • Hassle free baggage transfer: Luggage will be through checked-in till destination airport • Arrival immigration at the destination Airport	• Influence customer purchase • Keep passengers informed about the services being offered by the airline
Review page	<i>"Easy connect flight"</i> • Hassle free baggage transfer: Luggage will be through checked-in till destination airport • Arrival immigration at the destination Airport	
E-Ticket	<i>"Easy connect flight"</i> • Hassle free baggage transfer: Luggage will be through checked-in till destination airport • Arrival immigration at the destination Airport	
Post booking notifications	<i>"Easy connect flight"</i> • Hassle free baggage transfer: Luggage will be through checked-in till destination airport • Arrival immigration at the destination Airport	

9. Spoke Airports:



Below is the list of onboarded and tentative Spoke Airports under the Air India Easy Connect (Hub & Spoke)

- a. Varanasi (VNS)
- b. Amritsar (ATQ)
- c. Ahmedabad (AMD)
- d. Hyderabad (HYD)*
- e. Kochi (COK)*
- f. Goa (GOI)*
- g. Lucknow (LKO)*
- h. Chennai (MAA)*
- i. Kolkata (CCU)*
- j. Bhubaneswar (BBI)*
- k. Guwahati (GAU)*

*Tentative Spoke Airports

Thank you,
Team Air India

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