

CATHAY CONNECTS

Welcome to the next edition of our bi-monthly newsletter with the latest news and updates from around SWP and across the Cathay network.

Read on for information on our new services, updates on Hong Kong Express, name corrections and how best to contact Trade Support.

Many thanks for all of your continued support, the CX Trade Team – Australia & New Zealand



Move Beyond: 78 Years and Rising



Cathay celebrated its 78th anniversary on 24th September 2024. From on the ground to in the air, we strive to always move above and beyond to prepare you and your travellers for great adventures on the horizon. Here's to the places we have been together, and the marvels we will visit hereafter.

The runway is clear, with blue skies ahead. And we are ready for take-off together with you and your travellers!

Complimentary Wi-Fi in First and Business class

Cathay Pacific has been providing complimentary Wi-Fi services to First class customers since 2022. Following successful trials on selected flights, the airline has now extended complimentary Wi-Fi to Business class customers on all connected aircraft, and will be further extending it to Cathay Diamond members travelling in all cabins in November this year.

Customers using Cathay Pacific's complimentary Wi-Fi service can enjoy the same experience as paid Wi-Fi, enabling them to check emails, browse the internet, stream audio, use social media and messaging apps, and access cloud storage services and other professional applications. Customers can connect with one device at a time, and can switch between devices at any time during their flight.

Over 90% of Cathay Pacific's fleet is already equipped with Wi-Fi, including all long-haul aircraft. The airline plans to extend connectivity across its entire fleet by mid-2025.

Cathay: New Flight Route to Dallas Fort Worth



We began serving the North America market with our first non-stop service to Vancouver in 1983 and now Cathay Pacific is pleased to announce the launch of non-stop flights between Hong Kong and Dallas Fort Worth International Airport (DFW) for the very first time.

This marks our sixth passenger destination in the United States and eighth in North America

Scheduled to commence on 24 April 2025, the flights for Cathay Pacific’s DFW service are open for booking with the below schedule.

Hong Kong to Dallas Fort Worth			Dallas Fort Worth to Hong Kong		
Flight	Day of Week	Time	Flight	Day of Week	Time
CX898	Mon/Tue/Thu/Sat	16:05–17:55	CX897	Mon/Tue/Thu/Sat	23:55–05:05+2

Hong Kong Express: Increased Destinations



Our fully owned codeshare partner Hong Kong Express (UO) will also continue to increase their network in the coming months, with new services to/from Hong Kong commencing as follows:

- ⇒ Hiroshima 01 Nov 24
- ⇒ Penang 21 Nov 24
- ⇒ Phu Quoc 06 Dec 24
- ⇒ Sendai 17 Jan 25

These services are indicated in the GDS by the four-digit CX flight number.

Please note that Hong Kong Express operates a single Economy Class cabin on all aircraft. They operate as a low cost carrier and as such, services will differ to that of Cathay Pacific.

For additional details and information on how our codeshare partnership works, please [click here](#).

Name Corrections

Name corrections are free of charge under the following conditions:

- The itinerary must include **CX flights only**
- Must be the same person
 - Middle name addition or deletion
 - Surname, middle and first name swapped etc.

Procedure to follow

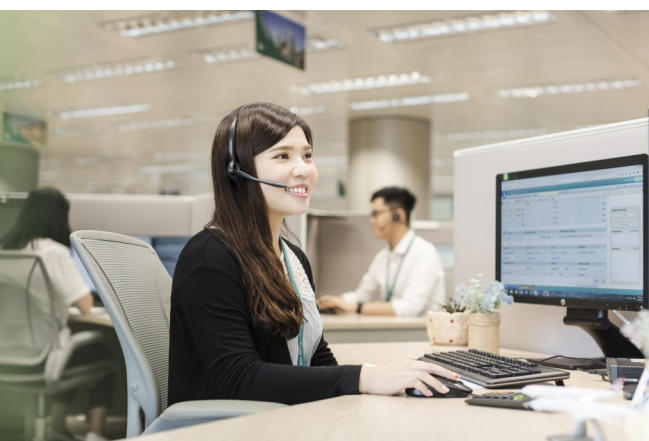
- Check the process and GDS entries as outlined in Cathay Agents
- Submit request for name change in the PNR, using an SSR entry.
- CX will review your request and reply via SSR with the authority based on criteria above.
- Contact your GDS help desk to facilitate the actual name change in the booking.
- Please take note of any new ticketing time limit once SSR authority is received. Ensure the ticket is reissued within the new time limit.

For full details please refer to Cathay Agent:

[Cathay Agents Australia](#)

[Cathay Agents New Zealand](#)

Contacting Trade Support—Online Service Requests



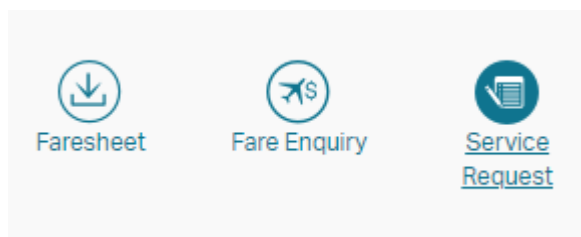
There are three main ways to get in touch with our Trade Support team. Online Service Request, email and telephone. The priority serviced communication sent via Cathay Agents is online Service Request (OLSR).

Accessed via the home page of Cathay Agents, OLSR contains the ability to have colleagues copied in and documents attached. PNR information can be auto filled with the Cathay reloc. Replies will be sent back via Cathay Agents.

1. Click the Service Request icon near the top right of the home page
2. Select New Service Request
3. Select Service Request type
4. Fill in the online form and submit

[Cathay Agents Australia](#)

[Cathay Agents New Zealand](#)



New Inflight Safety Video & Song of Cathay



With our deep roots in Hong Kong, we are delighted to share our new inflight safety video that takes customers through important inflight safety procedures set against the dynamic backdrop of Hong Kong.

The video showcases not only the necessary safety protocols, but also the unique charms of Hong Kong with the city's iconic landmarks, bustling happenings, world-class arts and cultural attractions, natural landscapes and more.

To watch the video, please [click here](#)



We are excited to unveil our new sonic branding, *Song of Cathay*, an uplifting, inspirational and journey-like musical composition that moves you and your travellers forward in life.

To celebrate the recent launch and our ongoing commitment to youth development, we collaborated with the Asian Youth Orchestra to bring Song of Cathay to life

Discover Song of Cathay and learn more about its creation process by visiting our website [here](#).

Get in Touch

Agency Website:

[Cathay Agents - Australia](#)

[Cathay Agents - New Zealand](#)

- Service Requests
- Fare sheets / Fare rules
- Reservation policies
- Request group & fare quotes
- Info about HKIA, ferry transfer to China

Trade Support:

AU 1300 962 528

Monday-Friday 9am-8pm AEDT

customerservice_au@cathaypacific.com

NZ 09 888 9312

Monday-Friday 9am-5pm NZDT

customerservice_nz@cathaypacific.com

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