



## **TACT CD Frequently Asked Questions (FAQs)**

**Last update: 22 September 2009**

Visit [www.iata.org/tactcd](http://www.iata.org/tactcd) to download a copy of the New TACT CD, Sample Edition.

### **1. Why are you developing this new TACT CD?**

The new TACT CD is developed to replace the hard copy TACT manuals. You will have noticed that the February 2009 edition of TACT manuals has increased by more than 1000 pages. This was due to the increase in the number of carrier flagged rates published as a result of the changes in the Industry's antitrust immunities for the routes to/from Australia and between the USA and the ECAA.

With the challenge of continued increase in carrier flagged rates, maximum capacity of TACT manuals and keeping the TACT publications as user-friendly as possible, we are developing a new version of TACT CD. In June 2009, we introduced the New TACT Sample CD to all our subscribers and invited them to provide their feedback.

### **2. What is the result of the launch of the New TACT Sample CD?**

We provided a sample of the New TACT CD and received valuable feedback from a large number of subscribers via an electronic survey. The results were very positive – most of the subscribers rated the new TACT CD as either easier to use and more user-friendly than the hard copy manuals or equal to the hard copy. We are therefore confident that the new TACT CD will deliver even better value to our customers. Some customers also provided some feedback on how to improve the new TACT CD. We are now working with our supplier to improve the new CD.

### **3. When are you going to launch this new TACT CD?**

We will launch the New TACT CD to replace the February 2010 edition of the Full Set Manuals as well as the current TACT CD.

### **4. What is the difference between this new TACT CD and the current TACT CD?**

The New TACT CD is intended to replace, as easily as possible, the existing hard copy TACT Manuals, while also offering a number of improved features and functions including:

- Easy to use search of Rates
- Simple display of Rates information with personalised sort function
- Enhanced search functions for Rules

Unlike the existing TACT CD, which contains applications that need to be downloaded and installed on a users' PC, there is no need to install the New TACT CD. It is a stand-alone application that will run entirely and directly from the CD.

### **5. Will I have to pay extra for the New TACT CD compared to the hard copy Manuals?**

No. There will be no additional cost for the New TACT CD.

## **6. Can I continue to receive the TACT hard copy manuals or the current TACT CD?**

We recognize that some customers would prefer to stay with the TACT Full Set manuals and we intend to continue to offer this option. However, because of the considerably increasing costs of paper, printing and distribution of the books, these costs will have to be passed on.

Should you wish to continue receiving TACT Full Set Manuals, please check the relevant box in the Subscription Renewal Notice.

With much better functionality and added-values to the new TACT CD, the current TACT CD will be replaced by the new TACT CD in 2010.

## **7. I currently have Rules Book Only, will this also be converted into a new TACT CD?**

No, the new TACT CD only replaces TACT Full Set Manuals. Rules Book Only subscriptions will remain unchanged. (*note: Rules Book Only is available for TACT Data subscribers only*)

## **8. I don't want the new TACT CD, can I switch to TACT Online or another TACT product?**

You can switch to TACT Online or any other TACT product options provided the standard Terms and Conditions of subscription changes will apply. Please also highlight your requests for changes in the Subscription Renewal Notice.

For information about TACT Data subscriptions, please go to [www.iata.org/tact](http://www.iata.org/tact) or contact [customerservice.indp@iata.org](mailto:customerservice.indp@iata.org).

## **9. What do I need to do to inform you about stay with TACT Full Set Manuals or make any changes?**

The TACT Subscription Renewal Notices were sent to all subscribers at the end of September 2009. You should indicate your requirements for 2010 on the Renewal Notice and return it to IATA as soon as possible so that we may confirm your subscription and process any changes required prior to the next subscription year. The closing date for you to return the Notice is 1 November 2009.

## **10. How and when should I return the Subscription Renewal Notice to you?**

You should return the Notice by email at [customerservice.indp@iata.org](mailto:customerservice.indp@iata.org) or by fax at +31 20 403 7973. It is important that you return the Renewal Notice by 1 November 2009. If you return the Notice by email, please enter "TACT 2010 Subscription Renewal" and your company name in the Subject field.

## **11. What will happen if I do not return the Subscription Renewal Notice to you by the closing date 1 November 2009?**

According to the terms of your Subscription Agreement with TACT, your subscription will be renewed automatically if we do not receive notification from you by 1 November. We will assume that your TACT Full Set Manuals will be replaced by the new TACT CD automatically.

## **12. I am a TACT Participating Airline and currently having TACT Manuals + Online Schedules. But I do not find this product option in the 2010 subscription anymore. Why?**

TACT Manuals + Online Schedules is no longer available in 2010. You may change to any other available TACT products which are suitable for you. If you do not indicate any changes in the Subscription Renewal Notice, we will assume that your TACT Full Set Manuals will be replaced by the new TACT CD automatically, that means your TACT Manuals + Online Schedules will be changed to TACT CD + Online Schedules.

## **13. How will the New TACT CD be delivered?**

The new TACT CD will be delivered by mail for door-to-door delivery. For TACT participating airline, delivery to Schiphol airport is also available. However to make additional cost and efficiency savings, we are also investigating the possibility of offering the New TACT CD by automated, secure download. Any such solution will be introduced later in 2010.

## **14. What configuration of PC do I need in order to run this new TACT CD?**

The new TACT CD is an Adobe® Reader® .PDF (min. version 9.1.x) application and as such minimum requirements for Adobe Reader 9.1.x are:

Minimum System Requirements:

- 1.3GHz or faster processor
- Microsoft® Windows® 2000 with Service Pack 4, Windows Server® 2003 and 2008; Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2 or 3; Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1
- 128MB of RAM (256MB recommended)
- 1,024x768 screen resolution (minimum)
- CD/DVD-ROM drive

The new TACT CD will automatically run from the CD/DVD-ROM drive of a PC running Windows as specified above. No application is required to be installed on the PC from the CD.

## **15. I have a Macintosh computer, can I use the new TACT CD?**

Currently, the New TACT CD cannot be used on a Macintosh® computer. We are making investigations to support this in future editions.

## **16. How do I install the new TACT CD?**

No installation\* is required. Simply follow below easy instructions:

1. Insert TACT CD in the CD or DVD drive
2. TACT CD will automatically startup
3. If TACT CD does not start automatically, do the following:
  - In Microsoft® Windows®, locate the CD/DVD drive (usually d:\ or e:\)
  - Right click the drive and select *Autoplay* or *Autorun*
  - TACT CD will startup

**17. Where can I find additional help about how the new TACT CD works?**

The New TACT CD has a built-in Help function. This provides basic operating and navigation instructions. The *Help* function can be accessed by clicking on the *Help* link on the *Home* page.

**18. Can I upload this New TACT CD into our company network or system so that we can share the information across our company?**

No, the New TACT CD is a single user application. It must be run from the CD drive of the computer it is being used on. This is a limitation both of the software being used and the licensing terms of the information.

**19. Does the New TACT CD contain the same Rates and Rules information as the manuals?**

The New TACT CD contains the same Rates and Rules information as the manuals, with much better search functions.

**20. How often will the New TACT CD be published?**

Since the purpose of this New TACT CD is to replace the hard copy TACT manuals, it is currently planned to be published 3 times a year (in February, June and October) like the hard copy manuals.

Subscribers to the TACT Full Set also get access to the most up-to-date TACT information, by referring to TACT Online [www.tact-online.org](http://www.tact-online.org) where monthly updates are published in the Bulletin.

**21. What will be the future development?**

We plan to develop a new version of TACT Online. As well as developing the New TACT CD, we are also doing more detailed analysis of the specific needs for the Online version.

**22. Who should I contact for further questions?**

For any further questions about the New TACT CD, please email us at [tact.campaign@iata.org](mailto:tact.campaign@iata.org).