

115TH CONGRESS
2D SESSION

S. 3183

To require large ticket agents to adopt minimum customer service standards for the purchase of air fares and related passenger air transportation services.

IN THE SENATE OF THE UNITED STATES

JULY 9, 2018

Ms. KLOBUCHAR introduced the following bill; which was read twice and referred to the Committee on Commerce, Science, and Transportation

A BILL

To require large ticket agents to adopt minimum customer service standards for the purchase of air fares and related passenger air transportation services.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Air Travel Ticketing
5 Transparency and Protection Act”.

6 **SEC. 2. CONSUMER PROTECTION REQUIREMENTS RELAT-**
7 **ING TO LARGE TICKET AGENTS.**

8 (a) IN GENERAL.—Not later than 90 days after the
9 date of enactment of this Act, the Secretary shall issue

1 a final rule to enable and require large ticket agents to
2 adopt minimum customer service standards.

3 (b) PURPOSE.—The purpose of the final rule shall be
4 for air carriers and large ticket agents to ensure that, to
5 the extent practicable, there is a consistent level of con-
6 sumer protection regardless of where consumers purchase
7 air fares and related passenger air transportation services.

8 (c) STANDARDS.—In issuing the final rule, the Sec-
9 retary shall endeavor to establish standards consistent
10 with all customer service and disclosure requirements ap-
11 plicable to air carriers under title 49, United States Code,
12 and associated regulations in connection with the purchase
13 of air fares and related passenger air transportation serv-
14 ices.

15 (d) DEFINITIONS.—In this section:

16 (1) AIR CARRIER.—The term “air carrier”
17 means an air carrier or foreign air carrier, as those
18 terms are defined in section 40102(a) of title 49,
19 United States Code.

20 (2) CONSUMER.—The term “consumer” means
21 a person who purchases or considers the purchase of
22 passenger air transportation services.

23 (3) SECRETARY.—The term “Secretary” means
24 the Secretary of Transportation.

25 (4) TICKET AGENT.—

1 (A) IN GENERAL.—Subject to subpara-
2 graph (B), the term “ticket agent” has the
3 meaning given that term in section 40102(a) of
4 title 49, United States Code.

5 (B) INCLUSION.—The term “ticket agent”
6 includes a person who acts as an intermediary
7 involved in the sale of passenger air transpor-
8 tation directly or indirectly to consumers, in-
9 cluding by operating an electronic airline infor-
10 mation system, if the person—

11 (i) holds the person out as a source of
12 information about, or reservations for, the
13 passenger air transportation industry; and

14 (ii) receives compensation in any way
15 related to the sale of passenger air trans-
16 portation.

17 (5) LARGE TICKET AGENT.—The term “large
18 ticket agent” means a ticket agent with annual reve-
19 nues of \$100,000,000 or more.

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