

Change is in the air

Dear Travel Partner,

I write to you at a milestone moment in Air India's transformation journey, one where the change we committed to is no longer a just promise, but something you can already see, experience, and deliver to customers with confidence.

We have made **significant progress across our narrowbody fleet**, transforming the experience on domestic and short-haul international routes. More than **100 upgraded aircraft** are now in service, featuring the New Air India Experience - **three-class configuration** including India's only Premium Economy, refreshed culinary offerings, VISTA Stream, our in-flight entertainment, addition of thoughtful touches like cushioned seats and charging ports – each giving customers a consistent and elevated on-board experience, complemented by more than **5,000 newly trained cabin crew members**.

These advancements extend beyond the aircraft and into every stage of the travel experience. Our **renewed lounges, now warmer, more contemporary, and thoughtfully redesigned at key hubs**, and the re-engineered **Air India mobile app** are delivering a more seamless, intuitive, and personalised journey from booking to boarding. We've strengthened connectivity by expanding our network, codeshare and alliance partners, optimizing fleet deployment and frequencies across domestic routes. This progress is reflected in the steady improvement of our **Net Promoter Score, which reached an all-time high** in Sep '25. The **widebody retrofit programme is also progressing at pace** and the first retrofitted widebody 787 aircraft will enter service early next year, followed by a consistent schedule of two to three aircraft being refitted each month, which will materially transform our long-haul travel experience.

In parallel with this enhancement of customer experience, we have worked in earnest to transform how we work with our partners as well. We've integrated the **Air India and Air India Express sales and commercial teams**, introduced new portals like **AI Partner and AI Groups portal, implemented NDC** for transparency – the first airline in India to do so, expanded our **24x7 partner support centre**, and continue to deepen relationships through a series of trade connect events and updates through **AI Connect** – our trade communication platform.

These shifts aren't isolated upgrades - they reflect a fundamental change in how we operate, collaborate, and serve - **That's Air India now**. At this important juncture, we are excited to introduce you to our **Change is in the Air** campaign, which is a reflection of the transformation that is redefining the Air India experience for our customers and partners alike. You will see this campaign come to life across all major digital and offline media platforms pan-India this week.

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Thank you very much for your continued partnership.

Warm regards,
Nipun Aggarwal
Chief Commercial Officer, Air India
Chairman, Air India Express

STAR ALLIANCE

Announcing the return of our codeshare agreement with

 **AIR CANADA**

Dear Travel Partner,

Air India is pleased to announce the reinstatement of its codeshare agreement with fellow Star Alliance member Air Canada, effective 02 December 2025.

This partnership expands travel options and strengthens connectivity between India and Canada, enabling Air India to place its 'AI' code on Air Canada-operated flights from **Vancouver to Calgary, Edmonton, Winnipeg, Montréal and Halifax, as well as from London Heathrow to Vancouver and Calgary**.

In return, Air Canada customers gain seamless access to key domestic destinations in India including **Amritsar, Ahmedabad, Mumbai, Hyderabad and Kochi via Delhi, and to Delhi and Mumbai via London Heathrow**.

Passengers travelling on itineraries combining both airlines can continue to benefit from single-ticket convenience, unified baggage allowance, and the ability to earn and redeem miles/points across both networks. Air India's Maharaja Club elite members will also continue to enjoy Star Alliance Gold privileges on Air Canada-operated flights, including priority services, lounge access, and extra baggage.

Subject to regulatory approvals, codeshare flights will be progressively made available for booking across both airlines' channels and with travel partners worldwide.

We thank you for your continued partnership and support.

Warm Regards,
Team Air India

*T&Cs Apply