



LAUNCHING TODAY: FREE HIGH-SPEED WI-FI POWERED BY STARLINK

Dear Travel Partner,

Today, March 19, we're pleased to launch free, fast and reliable Wi-Fi powered by Starlink, representing a major step forward in the onboard experience for our customers.

From today, we'll begin rolling out complimentary Wi-Fi across our fleet, available to every customer, in every cabin, with no extra charges.

Designed to be fast, reliable and easy to use, the service allows customers to stream their favourite series, make last-minute restaurant reservations, work collaboratively in real time and stay connected on multiple devices throughout the flight.

Wi-Fi will be available from take-off to touch down, ensuring customers can stay connected throughout their flight.

This launch reflects our continued investment in enhancing the customer experience and supporting the way customers want to travel today, whether for business, leisure or a combination of both.

We'll continue to keep you updated as free Wi-Fi is rolled out across our fleet.

Kind regards,

British Airways

Dear Partners,

As part of our compliance with BA's Point of Commencement (POC) and Origin & Destination (O&D) policy, we will be starting ADM enforcement for confirmed POC and O&D abuse from **4th May**.

- **What will happen and when?**

- April (Soft launch / awareness phase)

Throughout April, we will share the full ADM case details (e.g., PNRs impacted) but we will not raise ADMs in the system. This is to help agents and account teams get familiar with what is being flagged, and to course-correct before enforcement begins.

- From 4th May (Enforcement goes live)

From 4th May, ADMs will be raised for confirmed POC and O&D abuse, in line with the published BA policy.

- **Informational SSR warnings (already live)**

To support awareness ahead of enforcement, we have already been inserting informational **SSR warnings** into PNRs when a POC violation is detected (live since 30 October 2025).

The SSR text is:

SSR OTHS 1A ATTENTION. MISUSE EVENT DETECTED

SSR OTHS 1A AGT/BA POINT OF COMMENCEMENT VIOLATION. BA INVENTORY BOOKED INCORRECTLY

SSR OTHS 1A PLS REFER TO BA TRAVEL PARTNER CONNECT WEBSITE FOR POLICY GUIDELINES

- **Reminder: What counts as POC / O&D abuse?**

(Non-exhaustive) examples include:

- Altering the POC to access inventory intended for a different market/fare basis
- Non-chronological booking (e.g., booking inbound before outbound)
- Breaking married segments
- Building segment-by-segment instead of using full O&D availability
- Fictitious / misleading segments (e.g., dummy / throwaway segments)

- **To avoid such violations**, please ensure your advisors are following the **core booking principles**:

✓ Use full O&D availability (not segment-by-segment)

✓ Book in chronological order

✓ If the POC of the entire itinerary changes: cancel and create a new PNR

- **Please refer to New Point of Commencement (POC) policy on our British Airways Travel Partners Connect (BATPC) website.**

[New Point of Commencement \(POC\) policy](#)