

** Update ** JAL's Network Trouble with Sabre

JAL's network problem with Sabre was resolved this morning and we are able to receive and reply to your fare inquiries as normal.

Thank you very much for your patience and understanding while we rectified this matter.

November 4, 2015
Japan Airlines

Dear JAL Valued Travel Partners:

JAL is currently unable to access the Sabre GDS due to network problems. As such, we are unable to respond to any fare inquiries requested through Sabre at this time.

For Sabre users, please call JAL at 1-800-JAL-FONE (1-800-525-3663) for any urgent fare requests. Please provide the passenger's complete itinerary and your agency's name and phone number for us to reply to your inquiry.

We will update you as soon as the network is back to normal.

All other GDS users, please continue to queue through your system as usual.

We apologize for the inconvenience and appreciate your patience and understanding.

November 3, 2015
Japan Airlines