

- b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: J.S

- c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

3. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PGW Philadelphia Gas Works

4. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric Gas Water Wastewater/Sewer Storm Water
 Steam Heat Motor Carrier (taxi, moving co., limo)
 Telephone/Telecommunications (local, long distance)

5. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
 I would like a payment agreement.
 Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
 I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
 Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

8. Prior Utility Contact

- a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?
YES NO

Note: If you answered yes, move to Section 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 c. if relevant.

- b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?
YES NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

9. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and email address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

10. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. **If you do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I John Salgado, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



05/10/2023

(Signature of Complainant)

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

11. **How to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records. Please know that your complaint form and the utility's answer will not be published to the PUC's website. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

FACTS

FIRST: I connected the gas service on the day 01 of August 2020 one month before I moved to live in the apartment. On September 1 of the same year, I moved into the apartment as stated in the lease.

SECOND: On September 15, 2020 I left the country due to health problems, (appointment with an orthopedic doctor due to an accident in my left hand) and I returned on October 8, 2020, leaving the apartment empty for 23 days, since I live completely alone and gas consumption was minimal.

THIRD: As I had health problems, I had to travel again on November 11, 2020 so that the orthopedic doctor would perform surgery on my left hand that I had scheduled for November 25, 2020, returning to the United States on April 26 of 2021, approximately 6 months leaving the apartment alone, this is how the rest of the year 2021 went by, leaving and entering the country for control appointments.

FOURTH: From what has been said above, it can be seen that I did not stay long in the apartment and it is obvious that there was no consumption, except for heating in winter time.

FIFTH: The PGW gas company notified me on May 17 of the year 2022, about a visit that they were going to make to check the meter. Resulting that the meter was damaged for which the check the meter, for which the bill would increase to \$37,612.53. date on which started the service until June 2022, a charge I thought was exaggerated, out of the ordinary, to which I immediately contacted the gas company and exposed my discomfort, and they gave me as an answer that they would do a adjustment to that value and would be reflected in the next billing period for a value of \$1,355.79. I still disagree.

SIXTH: I contacted the gas company again so that they would give me an answer to the charge that they were charging me and the only thing they stated was that they were basing themselves on the consumption of previous years when I did not live in the apartment, that answer did not help me. It gives guarantees and the security of how many people lived before I moved, because I state again I live alone.

SEVENTH: The PGW gas company sent me a letter by postal mail informing me that if I did not agree with the billing amount, I should contact the PENNSYLVANIA PUBLIC UTILITY COMMISSION (PAPUC), to continue with the claim.

EIGHTH: I contacted the PENNSYLVANIA PUBLIC UTILITY COMMISSION (PAPUC) I sent them all the evidence so that they could carry out the investigation with the PGW gas company, because I did not agree with the billing amount that they were charging, giving me a response that the meter was reading slow, for which I was surprised because of the

years that I have been living in that apartment they never notified me that the meter had problems or was reading slow, for which I feel that it is not my fault or my responsibility that they did not notify me in time about the problems that the meter had.

NINTH: After the investigation process, the gas company continues to charge me the billing amount owed plus charges, interest and other amounts that I am not very clear about, which I would like to be withdrawn because I do not agree and do not accept them, such and as can be seen in the invoice for the month of April 2023 for the value of \$2,364.80.

FIELD TEN (10) DAY SHUT OFF NOTICE – METER ACCESS

DATE: 5-17-22

Customer Name: Salgado Customer Account: _____

Address: 6658 Tackawanna St 2 Fl

PGW is going to shut off gas service to this premise on or after 5-27-22 because you have not provided access to the meter.

- To avoid termination you must provide access to your meter before the scheduled shut off date.
- Call to schedule an appointment (215) 235-1000

If service is shut off you will also need to pay:

- A security deposit if required
- A turn on charge of \$123.23 and, if PGW had to dig up the street to shut off the service, there will also be a charge of \$372.00.

If you have questions or need more information, please call us today at 215-235-1000

After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE MAY NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 3 days.
2. Make arrangements to provide access to the meter.
3. You may also need to establish a payment agreement.
4. To talk to us about a medical certificate, call us at 215-235-1777

- If you have a valid Protection From Abuse order from a court, there are some additional protections available to you. **Call us immediately at 215-235-1777.** (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 215-235-1777 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

PGW's Customer Service Centers are temporarily closed. Please call us at 215-235-1000 or visit us online at www.pgworks.com.

Airline confirmations:

American Airlines: LUFLKJ

Your Itinerary

✈ 15 Sep Philadelphia → Sao Paulo Lands: 16 Sep

 AA2571 American Airlines	3:45 PM PHL Philadelphia	2h 59m
	6:44 PM MIA Miami Operated by American Airlines	ECONOMY 1 x 1 x

Layover in Miami (MIA) 1h 06m

 AA929 American Airlines	7:50 PM MIA Miami	8h 25m
	5:15 AM GRU Sao Paulo Operated by American Airlines	ECONOMY 1 x 1 x

✈ 07 Oct Sao Paulo → Philadelphia Lands: 08 Oct

 AA906 American Airlines	11:15 PM GRU Sao Paulo	8h 30m
	6:45 AM MIA Miami Operated by American Airlines	ECONOMY 1 x 1 x

Layover in Miami (MIA) 1h 55m

 AA551 American Airlines	8:40 AM MIA Miami	2h 46m
	11:26 AM PHL Philadelphia Operated by American Airlines	ECONOMY 1 x 1 x

Passengers

FULL NAME	TICKET NR.	STATUS
John Alexander Salgado (Jun 4, 1982)	0017531973787	CONFIRMED

* Passengers will have to check in at the airport which may involve an airport check-in fee.

Baggage Information

Carry-on baggage MAX 42 × 32 × 20 cm, 8 kg

Checked-in bag MAX 23 kg

* This fare includes a free carry-on bag up to 8kg/18lbs. For more information please see booking terms and conditions.

Important Information

All passengers must be in possession of valid travel documents (including children regardless of their age)

Documentation:

U.S. citizens travelling to any destination outside of the United States will be required to present a valid U.S. passport. Passports must be valid for 6 months past the return date. Some countries require a visa for transit or entry. Passengers are responsible to ensure that they have all the proper documents for entry. All names on documents must match the legal name on your photo I.D., and travel document information must match tickets. Please check the State Department website at <https://travel.state.gov> for further information. Immunizations may also be required. Failure to comply with these regulations may result in denied boarding, denied entry, and/or government imposed fines.

If you are a citizen of another country, there may be additional requirements. Check with the nearest consulate or embassy of the destination you are travelling to and find out the entry requirements for non-U.S. citizens

Refunds/cancellation policy

Hop2 doesn't provide refunds for any charges on our services. All changes to your original bookings are subject to fees. All reservations/bookings made through our Website are subject to Terms and Conditions of carriage of the airline you are travelling with. All changes to your original bookings, such as refunds/cancellations etc. are subject to airline's Terms and Conditions. Hop2 does not accept any liability for any changes to your original booking arising from the change in Terms and Condition of the airline.

Agency office TTN GmbH
 Address: 7A Tuchlauben, Vienna, Austria, 1010
 Registered number: FN 439046 g
 tel.: +1-202-660-4060 email: info@kissandfly.com

IATA N°
 05639826

Date of issue
 16.10.2020


ELECTRONIC TICKET (ITINERARY/RECEIPT)

Booking reference Airline booking reference (for online check-in).

QUNGP3 AA/RXDRIL

FLIGHT DATA

Passenger	Date of birth	Document number	Issued by	Ticket number
SALGADO SERNA JOHN ALEXANDER MR	04.06.1982	578417448	American Airlines (AA)	001-7589199043

Flight	Departure (local time)	Arrival (local time)
 AA-349 economy (O)	11.11.2020 16:14 Philadelphia (US) Philadelphia International (PHL)	11.11.2020 19:20 Miami (US) Miami International (MIA)

Details	Flight duration	Aircraft	Baggage	Fare basis	Status	Not valid before	Not valid after
Operating by American Airlines (AA)	03:06		No baggage	OVALZON3	HK (Confirmed)		

PRICE CALCULATION

Fare	Taxes	Total
EUR 31.59	EUR 18.92	EUR 50.51

PAYMENT CALCULATION

Method of payment	Equivalent	Operating costs	Service fee	Grand total
CC 425589*****3062	USD 59.46	USD 0.00	USD 27.80	USD 87.26

NOTICES

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. The itinerary/receipt constitutes the «Passenger ticket» for the purposes of article 3 of the warsaw convention, except where the carrier delivers to the passenger another document complying with the requirements of article 3.

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the warsaw convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed «advice to international passengers on limitation of liability» and «notice of baggage liability limitations».

Agency office TTN GmbH
 Address: 7A Tuchlauben, Vienna, Austria, 1010
 Registered number: FN 439046 g
 tel.: +1-202-660-4060 email: info@kissandfly.com

IATA N°
 05639826

Date of issue
 16.10.2020


ELECTRONIC TICKET (ITINERARY/RECEIPT)

Booking reference Airline booking reference (for online check-in).

QUNBUV AA/MDKUUS

FLIGHT DATA

Passenger	Date of birth	Document number	Issued by	Ticket number
SALGADO SERNA JOHN ALEXANDER MR	04.06.1982	578417448	American Airlines (AA)	001-7589199041

Flight	Departure (local time)	Arrival (local time)
 AA-929 economy (B)	11.11.2020 21:45 Miami (US) Miami International (MIA)	11.12.2020 08:10 Sao Paulo (BR) Guarulhos International (GRU)

Details	Flight duration	Aircraft	Baggage	Fare basis	Status	Not valid before	Not valid after
Operating by American Airlines (AA)	08:25		No baggage	QLN7AZB3	HK (Confirmed)		

PRICE CALCULATION

Fare	Taxes	Total
EUR 237.26	EUR 18.92	EUR 256.18

PAYMENT CALCULATION

Method of payment	Equivalent	Operating costs	Service fee	Grand total
CC 425589*****3062	USD 301.58	USD 0.00	USD 27.82	USD 329.40

NOTICES

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. The itinerary/receipt constitutes the «Passenger ticket» for the purposes of article 3 of the warsaw convention, except where the carrier delivers to the passenger another document complying with the requirements of article 3.

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the warsaw convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed «advice to international passengers on limitation of liability» and «notice of baggage liability limitations».

Agency office TTN GmbH
 Address: 7A Tuchlauben, Vienna, Austria, 1010
 Registered number: FN 439046 g
 tel.: +1-202-660-4060 email: info@kissandfly.com

IATA N°
 05639826

Date of issue
 16.10.2020


ELECTRONIC TICKET (ITINERARY/RECEIPT)

Booking reference Airline booking reference (for online check-in).

QULWDW LA/AJHYAW

FLIGHT DATA

Passenger	Date of birth	Document number	Issued by	Ticket number
SALGADO SERNA JOHN ALEXANDER MR	04.06.1982	578417448	LAN Airlines (LA)	045-7589199044

Flight	Departure (local time)	Arrival (local time)
 LA-8190 economy (G)	02.05.2021 23:40 Sao Paulo (BR) Guarulhos International (GRU)	02.06.2021 05:55 Miami (US) Miami International (MIA)

Details	Flight duration	Aircraft	Baggage	Fare basis	Status	Not valid before	Not valid after
Operating by LAN Airlines (LA)	08:15		No baggage	GLESLZ6E	HK (Confirmed)		

PRICE CALCULATION

Fare	Taxes	Total
EUR 197.88	EUR 18.92	EUR 216.80

PAYMENT CALCULATION

Method of payment	Equivalent	Operating costs	Service fee	Grand total
CC 425589*****3062	USD 255.22	USD 0.00	USD 27.82	USD 283.04

NOTICES

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. The itinerary/receipt constitutes the «Passenger ticket» for the purposes of article 3 of the warsaw convention, except where the carrier delivers to the passenger another document complying with the requirements of article 3.

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the warsaw convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed «advice to international passengers on limitation of liability» and «notice of baggage liability limitations».

Agency office TTN GmbH
 Address: 7A Tuchlauben, Vienna, Austria, 1010
 Registered number: FN 439046 g
 tel.: +1-202-660-4060 email: info@kissandfly.com

IATA N°
 05639826

Date of issue
 16.10.2020


ELECTRONIC TICKET (ITINERARY/RECEIPT)

Booking reference Airline booking reference (for online check-in).

QUNKCQ AA/MDMJPO

FLIGHT DATA

Passenger	Date of birth	Document number	Issued by	Ticket number
SALGADO SERNA JOHN ALEXANDER MR	04.06.1982	578417448	American Airlines (AA)	001-7589199042

Flight	Departure (local time)	Arrival (local time)
 AA-415 economy (O)	02.06.2021 09:00 Miami (US) Miami International (MIA)	02.06.2021 11:54 Philadelphia (US) Philadelphia International (PHL)

Details	Flight duration	Aircraft	Baggage	Fare basis	Status	Not valid before	Not valid after
Operating by American Airlines (AA)	02:54		No baggage	OVALZON3	HK (Confirmed)		

PRICE CALCULATION

Fare	Taxes	Total
EUR 31.61	EUR 18.92	EUR 50.53

PAYMENT CALCULATION

Method of payment	Equivalent	Operating costs	Service fee	Grand total
CC 425589*****3062	USD 59.48	USD 0.00	USD 27.82	USD 87.30

NOTICES

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier. The itinerary/receipt constitutes the «Passenger ticket» for the purposes of article 3 of the warsaw convention, except where the carrier delivers to the passenger another document complying with the requirements of article 3.

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the warsaw convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed «advice to international passengers on limitation of liability» and «notice of baggage liability limitations».

Informações Do Passageiro

NÚMERO DO BILHETE	0452148757449
SOBRENOME DO PASSAGEIRO	SALGADO SERNA/JOHN ALEXANDER
DATA DE EMISSÃO DO BILHETE	13JUN2021
COMPANHIA AÉREA EMISSORA	LATAM AIRLINES GROUP
AGENTE EMISSOR	LATAM AIRLINES GROUP/PCF
LOCAL DO AGENTE EMISSOR	MIAMI INTERNTNL, FL
CÓDIGO DA EXCURSÃO	ITQPX

Referência Da Reserva

KHIEPR

Detalhes Do Itinerário

FLIGHT	PARTIDA	CHEGADA	CABINE/ASSENTO	BAGAGEM	INFORMAÇÕES DE VOO
LA 8181 Usado para voo	NEW YORK JFK, NY (JFK) 04/jul 18:35	SAO PAULO GUARULH, BRAZIL (GRU) 05/jul 05:20	Check-in necessário	1 bagagem	Base tarifária: OEESEZ0Y/DD00 Inválido antes de: 04 jul Inválido depois de: 04 jul
LA 8180 Ok to fly	SAO PAULO GUARULH, BRAZIL (GRU) TERMINAL 3 30/jul/2021 23:00	NEW YORK JFK, NY (JFK) TERMINAL 4 31/jul/2021 07:30	Econômica Check-in necessário	1 bagagem	Operado por: LATAM AIRLINES BRASIL Base tarifária: OEESEZ0Y/DD00 Inválido antes de: 26 jul Inválido depois de: 26 jul

Detalhes E Recibo Do Pagamento

Tarifa	USD 576,00
Taxas / encargos	USD 38,20 US2 (US International Transportation Tax) USD 5,60 AY (Taxa de serviços de segurança da aviação civil de passageiros) USD 5,99 YC (Taxa de usuários da alfândega dos EUA) USD 7,00 XY2 (XY2) USD 3,96 XA (Taxa de usuário da US Aphis) USD 11,20 BR4 (BR4) USD 4,50 XF (Encargos de instalações para passageiros dos EUA)
Endosso / Restrições	NONEND-REF/CHG SEE PENALTY
Forma de pagamento	Cartão de crédito - Mastercard : XXXXXXXXXXXX 1945
Total com taxas	USD 652,45

Franquias

Franquia De Bagagem

JFK A GRU - 1 BAGAGEM

LATAM AIRLINES GROUP, EACH PIECE UP TO 50 POUNDS/23 KILOGRAMS

GRU A JFK - 1 BAGAGEM

LATAM AIRLINES GROUP, EACH PIECE UP TO 50 POUNDS/23 KILOGRAMS

CONCESSÕES E/OU DESCONTOS ADICIONAIS PODEM SER APLICADOS DEPENDENDO DE FATORES ESPECÍFICOS DO PASSAGEIRO, COMO POR EXEMPLO, STATUS DE VIAJANTE FREQUENTE, MILITAR, CARTÃO DE CRÉDITO COMO FORMA DE PAGAMENTO, COMPRA ANTECIPADA PELA INTERNET, ETC.

Franquias Para Bagagem De Mão

JFK A GRU , GRU A JFK - 1 BAGAGEM (LA - LATAM AIRLINES GROUP) ATÉ 10 QUILOGRAMAS, UP TO 22 POUNDS/10 KILOGRAMS AND UP TO 45 LINEAR INCHES/115 LINEAR CENTIMETERS

Multas Para Bagagem De Mão

JFK A GRU , GRU A JFK - (LA - LATAM AIRLINES GROUP) - TAXAS PARA BAGAGEM DE MÃO DESCONHECIDAS - ENTRE EM CONTATO COM A COMPANHIA AÉREA

Aviso:

Para dúvidas entre em contato com seu Executivo de Vendas, LATAM Contact Center ou visite www.latam.com

LATAM:

https://www.latam.com/pt_br/central-de-ajuda/contato/

- Alemanha: 01805 - 340767 (14ct/Min.)
- Áustria: 082040115604
- Argentina: 0810 9999 526
- Austrália: 1800 558 129
- Bolívia: 800 100 521
- Brasil: 0 300 788 0045
- Canada: 1 866 435 9526
- Chile: 600 526 2000 / desde celulares 02 6872400
- Colômbia: 01 800 094 9490
- Equador: 1 800 101075
- França: 0821231554
- Espanha: (34) 902 112424
- Estados Unidos: 1 866 435 9526
- Reino Unido: 0800 977 6100
- Suíça: 0848207412
- México: 01 800 123 1619
- Nova Zelândia: 0 800 451 373
- Peru: Lima: (51-1) 213 8200 / Regiones: 0 801 1 1234
- Uruguai: (598) 2712 5555
- Venezuela: 0 800 100 8600
- Outros países: (56 -2) 687 2400

AVISO DE PROTEÇÃO DE DADOS: OS SEUS DADOS PESSOAIS SERÃO PROCESSADOS EM CONFORMIDADE COM A POLÍTICA DE PRIVACIDADE APLICÁVEL DA TRANSPORTADORA E, SE A SUA RESERVA TIVER SIDO FEITA ATRAVÉS DE UM PROVEDOR DE SISTEMA DE RESERVAS ("GDS"), EM CONFORMIDADE COM A POLÍTICA DE PRIVACIDADE DO PROVEDOR. ESTAS ESTÃO DISPONÍVEIS EM [HTTP://WWW.IATATRAVELCENTER.COM/PRIVACY](http://www.iatatravelcenter.com/privacy) OU DIRETAMENTE NA TRANSPORTADORA OU GDS. DEVERÁ LER ESTA DOCUMENTAÇÃO QUE SE APLICA À SUA RESERVA E ESPECIFICA, POR EXEMPLO, A FORMA COMO OS SEUS DADOS PESSOAIS SÃO RECOLHIDOS, ARMAZENADOS, UTILIZADOS, DIVULGADOS E TRANSFERIDOS.

© 2021 LATAM Airlines Group S.A.

[Avisos legais importantes](#)

21 DEC 2021 ▶ 21 DEC 2021 TRIP TO SÃO PAULO, BRAZIL

PREPARED FOR
JOHN ALEXANDER SALGADO



RESERVATION CODE CRRLYL



DEPARTURE: **TUESDAY 21 DEC** Please verify flight times prior to departure

AEROMEXICO AM 0401 Duration: 5hr(s) 45min(s) Cabin: Economy / Y Status: Confirmed	JFK NEW YORK USA	MEX CIUDAD DE MEXICO	Aircraft: BOEING 737 MAX Distance (in Miles): 2090
	Departing At: 01:40 Terminal: TERMINAL 4	Arriving At: 06:25 Terminal: TERMINAL 2	

Passenger Name: » John Alexander Salgado	Seats: 28A / AEROMEXICO / Confirmed	eTicket Receipt(s): 1392126071051
---	--	--------------------------------------



DEPARTURE: **TUESDAY 21 DEC** Please verify flight times prior to departure

AEROMEXICO AM 0016 Duration: 9hr(s) 45min(s) Cabin: Economy / Y Status: Confirmed	MEX CIUDAD DE MEXICO	GRU SÃO PAULO, BRAZIL	Aircraft: BOEING 787-9 JET Distance (in Miles): 4612
	Departing At: 10:15 Terminal: TERMINAL 2	Arriving At: 23:00 Terminal: TERMINAL 3	

Passenger Name: » John Alexander Salgado	Seats: 28H / AEROMEXICO / Confirmed	eTicket Receipt(s): 1392126071051
---	--	--------------------------------------