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PRESS RELEASE

Hermes Airports announces the start of the new “Flight Tracker” messaging service

It is with great pleasure that Hermes Airports announces the start of the new service for obtaining flight information at both International Airports of the Republic of Cyprus through SMS messages. The public now has the opportunity to send a **text message (SMS)** via mobile phone to the number **99 778833** and receive immediate updates regarding any flight. The only thing the public needs to know to receive the update is the flight code.

For example, by typing the code of flight AA323 in a **text message (sms)** in Latin characters and sending it to **99 778833**, the service will send an automatic response providing immediate information regarding the phase/status of the flight at the moment of enquiry.

The subscriber also has the opportunity to receive information regarding the phases of any flight until deletion of the flight from the flight schedule of the Airports of Cyprus. More specifically, by adding a question mark after the flight code (e.g. **AA 323?**); the subscriber will automatically continue to receive information regarding the flight, with updates on all possible phases, such as:

- Commencement of Check-in process
- Commencement of Boarding process
- Delays
- Departure or Arrival of flight

The public is also informed that communication with this specific service is completely automated and therefore is only possible by sending **messages (sms)** rather than through conversations with Customer Service operators.

Should any member of the public wish to speak with a Customer Service operator, they may contact the Call Centre of the International Airports of Cyprus, by dialing the Cyprus-wide number **77778833**.



As a final note, the “Flight Tracker” service is offered completely free of charge by Hermes Airports, excluding the charge for sending text messages charged by the subscriber’s telecommunications company.



Notes for the Media:

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