

May 17, 2013

**VIA EMAIL**

The Secretary  
Canadian Transportation Agency  
Ottawa, Ontario, K1A 0N9

Attention: Ms. Sylvie Giroux, Analyst

Dear Madam Secretary:

**Re: The Nawrots v. Sunwing Airlines**  
**File No.: M 4120-3/13-01696 / Our reference: 0575-Nawrot**  
**Complaint concerning denied boarding and/or failure to provide transportation**  
**and/or delay on or around August 10, 2012**  
**Production of document (as per Decision No. LET-C-A-67-2013) received today**

I am writing to provide the Agency with a document that the Nawrots received today from Southern (Annex "A"), which confirms the details of the train tickets that the Nawrots purchased on August 10, 2012 at 11:56 pm, as per Decision No. LET-C-A-67-2013 of the Agency.

The document is relevant, because it is conclusive evidence in relation to two issues that were raised by Sunwing Airlines:

- (a) the number of tickets that were purchased; and
- (b) the train for which the tickets were purchased ("via SOUTHERN ONLY").

The Nawrots will be addressing these points in detail in their Reply pursuant to Rule 44 in the main proceeding.

All of which is most respectfully submitted.

Louis Béliveau

Cc: Mr. Ray Nawrot  
Mr. Clay Hunter, counsel for Sunwing Airlines

## Ray NAWROT

---

**From:** SR\_Escalations <Southern.Escalations@postroom.com>  
**Sent:** May-17-13 10:12 AM  
**To:** Ray NAWROT  
**Subject:** RE: Southern and Gatwick Express \* IMPORTANT-CANADA\*\*REQ Transaction Info\*

Dear Ray

The below which is the log taken from Victoria Window 96 states that 3 tickets were issued. These are from Victoria to Gatwick off peak day singles for 1 adult at £13.20 and 2 children at £1 each.

RFE INFO: 23:55:22.184 TravelTicket: £13.20 null rsp null 1ad,0ch LONDON VICTORIA (5426) to GATWICK AIRPORT (5416) via SOUTHERN ONLY (00777) XLdn?false standard OFF-PEAK DAY S (CDS) B1 (OFF-PEAK) PUBLIC ( ) min?false  
10/08/12 00:00 RTN null

RFE INFO: 23:55:22.199 TravelTicket: £1.00 null rsp null 0ad,1ch LONDON VICTORIA (5426) to GATWICK AIRPORT (5416)  
via SOUTHERN ONLY (00777) XLdn?false standard CHILD FLTFARE S (TKS) B1 (OFF-PEAK) PUBLIC ( ) min?false 10/08/12  
00:00 RTN null

RFE INFO: 23:55:22.199 TravelTicket: £1.00 null rsp null 0ad,1ch LONDON VICTORIA (5426) to GATWICK AIRPORT (5416)  
via SOUTHERN ONLY (00777) XLdn?false standard CHILD FLTFARE S (TKS) B1 (OFF-PEAK) PUBLIC ( ) min?false 10/08/12  
00:00 RTN null

RPE INFO: 23:55:39.729 Sale 4836:58 Started

RPE INFO: 23:55:39.729 Sale 4836:58 Print sundry issue coupons set to true

RPE INFO: 23:55:39.744 Sale 4836:58 Print sundry payment coupons set to true

RPE INFO: 23:55:44.032 Sale 4836:58 Set payment method card

RPE INFO: 23:55:44.062 Sale 4836:58 Added issue of 10-AUG CDS LONDON VICTORIA to GATWICK AIRPORT: £13.20

RPE INFO: 23:55:44.062 Sale 4836:58 Added issue of 10-AUG TKS LONDON VICTORIA to GATWICK AIRPORT: £1.00

RPE INFO: 23:55:44.062 Sale 4836:58 Added issue of 10-AUG TKS LONDON VICTORIA to GATWICK AIRPORT: £1.00

RPE INFO: 23:55:44.092 Sale 4836:58 Started issuing

Hope this is suffice to your

claim. Many Thanks

Terri Owen

***Escalations Team  
Southern***

---

The information contained in this communication is privileged and confidential. The content is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately by telephone or e-mail, and delete this message from your systems.

Teleperformance is a trading style of Teleperformance Ltd: Reg No. 02060289 England: Registered Office: Spectrum House, Bond Street, Bristol, BS1 3LG. VAT No.763 0980 18.



Please consider the environmental impact of needlessly printing this e-mail.

Scanned by **MailMarshal** - Southern Railway Ltd is registered in England No. 06574965. Registered office: 3rd Floor, 41-51 Grey Street, Newcastle Upon Tyne, NE1 6EE. This email is sent subject to our email disclaimer which can be accessed here at <http://www.southernrailway.com/emaildisclaimer>

**Annex "A" to the submissions  
of the Nawrots**

May 17, 2013  
Page 4 of 5

Delivered-To: ray.nawrot@gmail.com  
Received: by 10.52.119.201 with SMTP id kw9csp111807vdb;  
Fri, 17 May 2013 07:17:29 -0700 (PDT)  
X-Received: by 10.68.218.34 with SMTP id pd2mr48273478pbc.204.1368800246714;  
Fri, 17 May 2013 07:17:26 -0700 (PDT)  
Return-Path: <Southern.Escalations@postroom.com>  
Received: from mail1.bemta5.messagegatelabs.com (mail1.bemta5.messagegatelabs.com.  
[195.245.231.137])  
by mx.google.com with ESMTP id 10si8352654pae.54.2013.05.17.07.17.25  
for <ray.nawrot@gmail.com>;  
Fri, 17 May 2013 07:17:26 -0700 (PDT)  
Received-SPF: neutral (google.com: 195.245.231.137 is neither permitted nor denied by best  
guess record for domain of Southern.Escalations@postroom.com) client-ip=195.245.231.137;  
Authentication-Results: mx.google.com;  
spf=neutral (google.com: 195.245.231.137 is neither permitted nor denied by best guess  
record for domain of Southern.Escalations@postroom.com)  
smtp.mail=Southern.Escalations@postroom.com  
Return-Path: <Southern.Escalations@postroom.com>  
Received: from [195.245.231.99:34012] by server-1.bemta-5.messagegatelabs.com id DF/65-01720-  
EEB36915; Fri, 17 May 2013 14:17:18 +0000  
X-Env-Sender: Southern.Escalations@postroom.com  
X-Msg-Ref: server-12.tower-84.messagegatelabs.com!1368800237!26615176!1  
X-Originating-IP: [62.173.119.73]  
X-StarScan-Received:  
X-StarScan-Version: 6.9.6; banners=-,-,-  
X-VirusChecked: Checked  
Received: (qmail 3512 invoked from network); 17 May 2013 14:17:17 -0000  
Received: from cc2mailgate1.contact24.co.uk (HELO mstgate01.contact24.co.uk)  
(62.173.119.73)  
by server-12.tower-84.messagegatelabs.com with SMTP; 17 May 2013 14:17:17 -0000  
Received: from mstexch03.Core.Internal (unallocated.star.net.uk) by  
mstgate01.contact24.co.uk  
(Clearswift SMTPRS 5.4.1) with ESMTP id  
<Tabbf79c4403ead774910a4@mstgate01.contact24.co.uk> for <ray.nawrot@gmail.com>;  
Fri, 17 May 2013 15:17:15 +0100  
Content-class: urn:content-classes:message  
MIME-Version: 1.0  
Content-Type: multipart/related;  
boundary="----\_NextPart\_001\_01CE5308.D326DD58";  
type="multipart/alternative"  
X-MimeOLE: Produced By Microsoft Exchange V6.5  
Subject: RE: Southern and Gatwick Express \* IMPORTANT-CANADA\*\*REQ Transaction Info\*  
Date: Fri, 17 May 2013 15:12:25 +0100  
Message-ID: <67727E210902E947910D92BAE7C7966B0568C4FD@mstexch03.Core.Internal>

**Annex "A" to the submissions  
of the Nawrots**

May 17, 2013  
Page 5 of 5

X-MS-Has-Attach: yes  
X-MS-TNEF-Correlator:  
Thread-Topic: Southern and Gatwick Express \* IMPORTANT-CANADA\*\*REQ Transaction Info\*  
Thread-Index: AQHswQxpMnOkJellP7zFzjKsWh9ezgGfl6wYmL5TWjCAAT7sMw==  
References: <6436DF78C313B24DA8D9C1B82C70E3030409B73D@mstexch02.Core.Internal>  
<67727E210902E947910D92BAE7C7966B0568C4DC@mstexch03.Core.Internal>  
<!&!AAAAAAAAAAAAAYAAAAAAAAANAR12r/wDtLvEodQVzpIMTCgAAAEAAAAK0DGuQSAldlh3GLv  
Z1QP0sBAAAAA==@gmail.com>  
From: "SR\_Escalations" <Southern.Escalations@postroom.com>  
To: "Ray NAWROT" <ray.nawrot@gmail.com>  
X-Antispam: clean, score=2  
X-Antivirus: avast! (VPS 130517-0, 2013-05-17), Inbound message  
X-Antivirus-Status: Clean