

PRESS RELEASE

Travelport global survey puts India top of digital traveler rankings

Nov 9th 2017: Travelport (NYSE: TVPT), the leading Travel Commerce Platform, published today the results of a Global Traveler Survey of 11,000 travelers in nineteen countries that highlights the use of digital tools when planning, booking and experiencing a journey. It shows that Indian travelers are the most digitally-advanced of the 19 countries analyzed, outpacing many of the world's leading travel markets.

Based on a sample of 1,000 people in India who took at least one round-trip flight last year, the highlights are:

- When planning a trip:
 - 91% of Indian travelers use peer-to-peer reviews when researching a trip
 - 87% use videos and photos posted by their friends as part of their research
 - 85% use price comparison sites to help them find a good price or package
 - 67% use voice search, utilising devices such as Siri or Amazon Echo, when researching a trip – 20% more than the global average
- When booking a trip:
 - 51% of Indian travelers make their bookings via their smartphones
 - 74% feel that a good digital experience is important when choosing an airline
 - 82% prefer digital boarding passes and e-tickets
 - 66% see the digital experience as a key influencer of hotel choice
 - 69% avoid hotels that charge for wifi
 - 60% would like mobile apps that allow them to check-in without having to visit reception
- When at the destination:
 - 83% feel staying virtually connected to friends and family is important
 - Indian travelers use an average of 19 different categories of apps, three more than the global average
 - 92% post hotel and restaurant reviews online

The Digital Traveler Rankings

The report also includes the world's first Digital Traveler Rankings, with India crowned champions. The table is based on a combination of the main indicators of digital usage for travel-related purposes by travelers in each country.

The league table shows the following rankings:

The 2017 Digital Traveler Rankings	
Rank	Country
1	India
2	China
3	Indonesia
4	Brazil
5	Saudi Arabia
6	Mexico
7	South Africa
8	United Arab Emirates
9	Colombia
10	Italy
11	United States

12	Spain
13	France
14	Russia
15	Canada
16	Australia
17	United Kingdom
18	Japan
19	Germany

At the launch of the Survey in New Delhi today, Rabih Saab, President and Managing Director EMEA of Travelport, commented, “These findings demonstrate the significance of digital tools for Indian travelers before and during their journeys, though the result is frankly unsurprising for those of us who have been following the digital market here for some time. The findings highlight the need for the \$7.6 trillion global travel and hospitality industry to adapt continually to provide responsive, relevant and timely services for customers. Whether young or old, and in whichever continent, providing relevant and timely digital tools and content is no longer an accessory but an essential means of reaching and satisfying the modern traveler in India from the moment they search to the moment they return from their trip. Travelport’s platform stands ready to provide the industry here with the means to do this. As a technology company and a world leader in digital and mobile capabilities, we aim to make the experience of selling, buying and managing travel continually better.”

Alongside the Global Report, Travelport is publishing separate detailed country reports as well as four regional reports based on the same data.

For more: <https://goo.gl/6TtRMm>

About ITQ

InterGlobe Technology Quotient (ITQ), a strategic business unit of InterGlobe Enterprises is a leader in aviation, hospitality and travel related services, contributing to the growth of market through innovation and service leadership by building businesses and represent global brands that deliver quality and value.

ITQ is an official distributor of Travelport in 6 markets across Asia Pacific region including India, Sri Lanka. Headquartered in Gurgaon, the company provides cutting edge travel technology solutions with unmatched inventory options to its customers helping them increase their productivity and business efficiency. With an extended network over 500 cities having 20 dedicated offices and 14 REPs InterGlobe Technology Quotient reaches out to over 36,000 agency terminals, with a nationalised service centre and 16 training centres having state-of-the-art infrastructure and facilities matching international standards.

About Travelport

Travelport is a Travel Commerce Platform providing distribution, technology, payment, mobile and other solutions for the global travel and tourism industry. With a presence in approximately 180 countries, approximately 4,000 employees, 2016 net revenue of the company was over \$2.3 billion.

Travelport is headquartered in Langley, U.K. The Company is listed on the New York Stock Exchange and trades under the symbol “TVPT”.

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