

Submitted to the Canadian Transportation Agency (Form submission)

Subject: Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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I am a consumer.

Airlines should be required to allow changes from given names to nick-names without fees. **<Removed >** Audit and oversight of this unfair practice by airlines is needed.

Airlines should be required to provide reasonable response times to phone inquiries such as rebooking. **<Removed >** The inability of passengers to rebook due to a lack of response from airlines is something that needs auditing and oversight.

Thanks for considering my suggestions.

-Karen