

Flight information through SMS

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Flight Info 3880 Services

Stay informed Get all Flight Info for Brussels Airport on your mobile device with flight Info 3880. Keep you informed while you are on the go. Brussels Airport is constantly enhancing their Flight Info 3880 Services for your convenience and to enable you time to spare.

Introduction Stay informed of the flight information on scheduled flights arriving and departing at Brussels Airport with Flight Info 3880 SMS. This service provides up to date information on all scheduled passenger & cargo flights arriving and departing at Brussels airport. With the Flight Info 3880 services you will have the most up-to-date flight information status whenever and wherever you need it on your mobile handset. The service is designed for mobile devices; the mobile service for the track flight module allows you to request flight information status of up to 7 days prior to scheduled departure and/or landing time.

How does it work? The information is linked to the flight number. Send us a coded SMS, as specified in the chosen module, with the flight number for which you want to receive the status and our service will automatically send you a SMS Message with the current status of the requested flight onto you're mobile device set or a PDA on which a SIM card is installed.

Cost The total cost for requesting and receiving one specified flight information will not exceed 1,00 EURO. A more advanced flight tracking information service is available whereby you can by one single request obtain various status events of a specific flight. The total costs various in respect of the total messages received but as the reply messages are limited to maximum 5, the total cost will not exceed 3,00 Euro.

How to use the service?

Easy to use

Using Flight Info 3880 Services from Brussels Airport is very simple; just take a few minutes to read some simple instructions.

Current Flight info or Track Flight

Make a choice between 2 possibilities:

You can request the one shot actual status of a flight with the module **Current Flight info**

You can request to stay updated on the evolution of the flight with the module **Track Flight**

Current Flight info

Introduction This feature will provide the current status information for a flight, 4 hours before and 18 hours after the time you send the message

Arrival or Departing flight? Doesn't really matter:
The procedure is the same for departures or arrivals. See details in the various steps on how to compose the message.

Your SMS to 3880 Just send the SMS to our 4 digit 'short code' - **3880** - to launch your request to receive the flight information status for any flight number coming to or leaving Brussels Airport.
The messages to send is explained in compose **the SMS message** hereafter.

Timeframe! Ensure that your flight is scheduled to depart / arrive in the time window of 4 hours before and 18 hours after the time you send the message.

Cost sending The request is charged at a rate of 0,50 EURO per message by your mobile network operator.

Compose the SMS message Here is how you proceed:

Step	Action
1	Select 'messages' on the menu of your handset.
2	Select "Write Messages".
Type in the following message using the keypad.	
3	Optional type language command key : N for Dutch, F for French, D for German and E for English. If you do not type any of these command keys the response will be automatically in English by default. This command must always be followed by a space.
4	Type the required flight number ' ABC1234 '.The flight number must be followed by a space in case you make use of step 4a.
4a	In general flight numbers for arrival and departure are different. However certain 'transit' flights make use of the same number and therefore it is important to make use of the command key A (arrival) behind the flight number so that only the related arrival information will appear in the message. <i>(In case you don't type the command key A after the flight number you will receive by default flight information in relation to the departure of the requested flight).</i>
5	Select 'send'
6	Enter short code 3880
7	Press the "OK" button

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Current Flight info, Continued

Some examples In the following table you will find some examples

Example 1	You require departure information in Dutch for flight ABC1234: Type : N ABC1234 Sent to 3880
Example 2	You require arrival information in Dutch for flight AB123: Type : N AB123 A Sent to 3880

That's it. Flight Info 3880 is as simple as that! You will receive a message with the actual flight info status.

What if wrong flight If the flight number is typed incorrectly then an error message will be returned free of charge.

Cost receiving Each received message will be charged at 0,50 EURO by your mobile network operator.

What message do you get back Upon receipt of your request the system will send you the actual status of the flight for which you requested information. The format will for example be as follows:

Example 1	Message format for arrival flight AB123 21Oct from New York Scheduled 7:45 Estimated 7:56. Last updated 7:46
Example 2	Message format for departing flight AB124 21Oct to New York Scheduled 11:15 Boarding gate B28 Last updated 10:40

Alternatives Users should be aware that Flight Information is also available from other sources, including the information screens in the airport terminals, the website of Brussels Airport www.brusselsairport.be or by phoning: 0900 70 000 for Belgium (charge of 0,45 Euro per minute)) and +32 2 753 7753 from abroad. Flight information is also available on Teletext.

Track Flight

Introduction With the flight tracking you will be able to subscribe to receive automatically the different statuses of a specific flight for a specific date **(no date in the past can be used on this facility)**

Arrival or Departing flight The procedure is the same for arrivals or departures. See details in the various steps on how to **compose the SMS message**.

Your SMS to 3880 Just send an SMS to our 4 digit 'short code' - **3880** to launch your request to receive the flight information status for any flight number coming to or leaving Brussels Airport. The formats of the message to send is explained in compose **the SMS message** hereafter.

Timeframe! The time window is 4 hours before and 18 hours after the time you send the message for the requested flight **if you don't include the date in your message** format. If you include a specific date in your request for flight tracking the system will confirm you the receipt of your request with the current status of the respective flight. You can register to receive flight tracking information **up to 7 days** before the flight for which you require information. **(no date in the past can be used on this facility)** As the same Flight number can be used on a daily basis you should cross check that you request and receive the information for the correct flight and **date** requested.

Cost sending The request is charged at a rate of 0,50 EURO per message by your mobile network operator.

Compose the SMS message Here is how you proceed:

Step	Action
1	Select 'messages' on the menu of your handset.
2	Select "Write Messages".
Type in the following message using the keypad.	
3	Type tracking command key: TR . This command must always be followed by a space.
4	type language command key : N for Dutch, F for French, D for German and E for English. If you do not type any of these command keys the response will be in English. This command must always be followed by a space.
5	Type the flight number ' ABC1234 '. The flight number must be followed by a space in case you make use of step 5a and/or 6.

5a	In general flight numbers for arrival and departure are different. However certain 'transit' flights make use of the same number and therefore it is important to make use of the command key A (arrival) behind the flight number so that only the related arrival information will appear in the message. <i>(In case you don't type the command key A after the flight number you will receive by default flight information in relation to the departure of the requested flight).</i>
6	Type the applicable date for which you want the tracking of the flight (e.g. 25OCT)
7	Select 'send'
8	Enter short code 3880
9	Press the "OK" button

Some examples In the following table you will find some examples

Example 1	You require ongoing departure information in Dutch for flight ABC1234: Type : TR N ABC1234 25OCT Sent to 3880
Example 2	You require ongoing arrival information in French for flight AB123: Type : TR F AB123 A 25OCT Sent to 3880

That's it! You have now requested Flight Info 3880 Services and should now receive flight information status messages for the requested flight(s).

What if wrong flight If the flight number is typed incorrectly then an error message will be returned free of charge.

Receiving messages Following an initial confirmation message with the actual available status of the requested flight, you will receive in addition various status messages. These can be up to a maximum of 5 for arriving flights and 4 for departing flights, as it will depend upon the time when you requested the flight tracking service.

Cost receiving Your initial request and each received message will be charged at 0,50 EURO by your mobile network operator. The total cost for the service will thus be up to a maximum of 3,00 EURO, that is to say if you receive all 5 possible reply messages for an arriving flight as well as your message to order the service.

Stop the service? In case you want to terminate the automatic transmission of messages you should send a message as explained under heading: '**Cancellation of the tracking service**'

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Track Flight, Continued

What messages do you get back DEPARTING

- The first message confirms your registration and provides scheduled time and date as well as the actual status (*when available*) of the flight in case the flight is foreseen within a timeframe of 18 hours prior to its scheduled departure time.
- The second message will be sent to inform you of Check-In row information when the check-in desks are open for the requested flight.
- The third message will be sent informing you that the boarding gate is open and will include the gate number.
- The fourth message will inform passengers of the final-call for boarding and reconfirm the gate number.

We will also inform you if a flight is cancelled or diverted.

What messages do you get back ARRIVING

- The first available message will be a confirmation message and will include the current status of the requested flight.
- The second message will inform the approximate arrival time based on the received departure time from origin. If this information is unavailable e.g. in cases where the flight might not have taken off from its origin due to a delay, this message will be sent as soon as there is an estimated time available.
- The third message will be sent when the flight is detected in the Belgian airspace and will confirm the expected landing time.
- The fourth possible message will confirm that the flight has landed at the airport.
- The final message is generated when the aircraft arrived at its parking stand and disembarkation of the passengers can start.

We will also inform you if a flight is cancelled or diverted.

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Track Flight, Continued

Samples of messages

Upon receipt of your request the system will send you the actual status of the flight for which you requested information.
The format will for example be as follows:

Example 1	Message format for arrival flight AB123 21Oct from New York Scheduled 7:45 Estimated 7:56. Last updated 7:46
Example 2	Message format for departing flight AB124 21Oct to New York Scheduled 11:15 Check-in row 11 Last updated 10:40

Cancellation of the tracking service

To cancel a tracking request for information on a flight, simply send the word '**STOP**'. This will terminate all further messages for all flights ordered from the SMS 3880 Track flight module.

In the event you ordered the Track flight module for various flights and you want to cancel one specific flight it is important to include the respective flight number for which you do not wish to receive any further flight information. The message should be composed as follows : '**STOP ABC1234**' (*whereby ABC1234 represents the requested flight number*). Ensure to insert a space between the word 'STOP' and the flight number.

Send the message to the short code **3880**.

Any status messages not sent for the flight you are interested in will now be cancelled however, you may still receive messages that were queued and about to be sent.

Alternatives

Users should be aware that Flight Information is also available from other sources, including the information screens in the airport terminals, the website of Brussels Airport www.brusselsairport.be or by phoning: 0900 70 000 for Belgium (charge of 0,45 Euro per minute)) and +32 2 753 7753 from abroad. Flight information is also available on Teletext.

Terms and conditions

Introduction All users should ensure that they have read and understood the **Terms and Conditions** of this service. Please be sure to read these Terms and Conditions prior to using Flight Info 3880 Services. Use of the service denotes acceptance of these conditions

Feedback Brussels Airport welcomes feedback on our Flight Info 3880 service and these instructions.

Please let us know if you have any comments, questions or suggestions on the service by e-mailing to info@brusselsairport.be or 3880@brusselsairport.be

PRIVACY POLICY

By providing your personal data on the Service you give to The Brussels Airport Company, the data controller, your explicit and unambiguous consent to process your personal data in conformity with the Belgian data protection act of 8 December 1992. The personal data are collected and processed to deliver the requested SMS 3880 service. Your personal data will not be transferred to third parties.

You can access your personal data at any time and you can verify/correct their accuracy. You can object at any time and without any motivation against the processing of your personal data for the purpose of informing you concerning the airport of Brussels. To exercise these rights you can contact 3880@brusselsairport.be.

The Brussels Airport Company reserves all rights to adapt this privacy regulation at any time in conformity with any applicable privacy law.

CONDITIONS OF USE

The use of this SMS 3880 Service (the "Service") is subject to the conditions of use described hereunder. The mere use of the Service implies the knowledge and the acceptance of those terms and conditions of use and that you assent to them.

Information

The information available on or via the Service is of a general nature. This information is not adapted to personal or specific circumstances, and can, therefore, not be considered as being any personal or professional advice.

The Brussels Airport Company undertakes best efforts for this information to be complete, correct, precise and up to date. Despite these efforts, errors can arise in this information. Should the information contain errors or should certain information not be available, The Brussels Airport Company will make every effort to rectify this as soon as possible.

Should you notice errors in the information available on or via the Service, please contact 3880@brusselsairport.be.

Interruptions

The Brussels Airport Company also makes every effort to prevent, as much as possible, interruptions due to technical errors. Nevertheless, The Brussels Airport Company cannot guarantee that the Service will be completely free of interruptions or will not be subject to other technical problems.

Links

The Service depends on links to other systems on which The Brussels Airport Company has no technical or content control. Therefore, The Brussels Airport Company cannot guarantee the completeness or the accuracy of the content, nor the availability of those systems.

Liability

The Brussels Airport Company assumes no liability for any damages arising or resulting from the use of the Service or of the information made available on or via the Service, interruptions caused by technical errors, or, the consultation or the use of the websites (e.g. via links) referred to on or via the Service or the information available on the former. The Brussels Airport Company shall not be liable for any fault, even if the fault is qualified as a "serious fault".

Any use of the information available on or via the Service is therefore completely at your own risk. Consequently, you are liable for any of your choices made based on the information available on or via the Service.

You guarantee that any information you send to The Brussels Airport Company will be complete, correct, precise and up to date. You shall take all reasonable precautions to prevent your equipment from being harmed by viruses, bugs, Trojan horses, etc.... The Brussels Airport Company does not guarantee any compatibility of your equipment with the files being part of or present on the Service, or any accessibility of those elements.

Intellectual property rights

No intellectual property rights regarding the Service itself, part of the Service or information available on or via the Service are transferred to you.

Applicable law and jurisdiction

The Service is governed by Belgian law. The courts of Brussels are, with exclusion of all other courts, competent to take note of any dispute regarding the use of the Service.

Frequently asked questions

Introduction Below we compiled a selection of questions that might be useful for the users of Flight Info 3880. Please use the e-mail feedback address below to let us know if you have any further questions or for any feedback you might have. **You should also ensure that you have read the How to use the service and Terms and Conditions.**

What is Flight Info 3880 service? Flight Info 3880 enables the users of mobile devices to keep informed in respect of valuable airport flight information while they are on the go. The Brussels Airport Company is constantly enhancing their SMS 3880 Service for your convenience and to enable you time to spare. Flight Info 3880 service provides two different products. The **current flight info** module provides you with the current flight information status of the requested flight. For every request you receive one reply message. The **track flight** module provides you with various flight statuses based on specific flight events.

What is SMS? SMS stands for Short Messaging Service and is a facility, which is available on the majority of handsets that enables text messages communication between mobile devices and information providers such as the Flight Info 3880 service from Brussels airport. The SMS text messages are often limited to 160 characters per message. For more information on how to use SMS / Text messaging on your handset, please check the manual for your mobile device or verify with your network provider.

What is needed to use the service? To use Flight Info 3880 you will need an SMS-enabled mobile phone or other handheld device, e.g. a PDA. If you're unsure whether or not your phone has this function you should check its user guide, or contact your service provider.

Which network supports the service? Flight Info 3880 is available to users of the following mobile phone networks; **Base, Mobistar and Proximus**. If you are a 'Pay and go' or 'Mobistar Tempo' and 'Base- prepaid' user, you will only be able to receive messages if you have sufficient credit on your phone.

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Frequently asked questions, Continued

Can the services be used outside Belgium? The service is designed for use within Belgium with the local mobile network providers who provide a mobile network within Belgium (see above). It might be possible to use the service elsewhere provided your mobile device is equipped with a sim-card of one of the above mentioned mobile network providers, but you should check the call charges with your network operator before using the service - they might be expensive.

Where does the flight information come from? The flight information is retrieved from the flight operational flight database that provides information to many operational systems across Brussels Airport including the overview screens in the terminals, the information on www.brusselsairport.be and on teletext.

What flight information is included? The services contain all scheduled flight information for Brussels Airport. The following flight information is not available: courier, non-scheduled, VIP and military flights.

For what time period is the flight information available? For the **current flight info** module you should ensure that your flight is scheduled to depart or arrive in the time window for which we hold flight information. In this model you should make use of the basic service. This time window is 4 hours before and 18 hours after the time you send the message. Please note that in this model you will receive the current available flight information for the requested flight. As the same Flight number can be used on a daily basis you should cross check that you request and receive the information for the correct flight and **date** requested.

For the **track flight** module you should ensure that your flight is scheduled to depart or arrive within a time window of 7 calendar days on the date that you send the request. This means that you can register to receive flight information up to 7 calendar days before a flight is scheduled to depart / arrive. As flight numbers can be repeated on a daily basis we recommend that you cross-check the date in the status message.

It is imperative that you include in your request message in the correct format the date of the flight for which you expect the respective flight information. If no date is indicated the system will by default send you messages for the requested flight for the date on which the request was launched by you.

What is a 'short code'? A short code is the telephone number to which you will send the request for Flight Information. As a 4 digit number, it is shorter than standard mobile phone numbers which should make it easier to remember and quicker to enter into your phone. The short code for the Flight Info 3380 Services for Brussels Airport is **3880**

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Frequently asked questions, Continued

How much does the service cost?

Current flight info

Your initial request for flight information will be charged at a rate of 0,50 EURO by your mobile network operator. For the response you will also pay to your mobile network operator a fee of 0,50 Euro.

Track flight

Your initial request for flight information will be charged at 0,50 EURO by your mobile network operator. For each response message you will also pay your mobile network operator a fee of 0, 50 Euro. Following an initial confirmation message with the actual confirmed status of the requested flight, you will receive in addition various status messages. The messages received can be up to a maximum of 5 for arriving flights and 4 for departing flights, as it will depend upon the time when you requested the flight tracking service. The cost for the service will thus be up to a maximum of 3,00 EURO, that is to say if you receive for example all 5 possible reply messages for an arriving flight the total cost is capped at 3, 00 EURO. In case you want to terminate the automatic transmission of messages you should send a message as explained under heading: **How to cancel the tracking service?**

How to cancel the tracking service?

To cancel a tracking request for information on a flight, simply send the word "**STOP**" or words "**STOP ABC1234**" (whereby ABC1234 represents the requested flight number) to the short code **3880**. Ensure to insert a space between the word 'STOP' and the flight number. Any status messages not sent for the flight you are interested in will now be cancelled however, you may still receive messages that were queued and about to be sent prior to receipt of your cancellation instruction

How am I charged for the service?

The charges will appear on your mobile phone account and payment will be collected via your mobile network operator. If you are a pre-pay customer, your balance will be deducted by the mobile network operator.

How many messages will I receive?

Current flight info: For the basic SMS version you will receive one single response.

Track flight: The messages received for the tracking SMS version can be up to a maximum of 5 for arriving flights and 4 for departing flights, as it will depend upon the time when you requested the flight tracking service.

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Frequently asked questions, Continued

In what language is the service available?

Besides English the service will be available in Dutch, French and German. The system has English as default language. In case the user specifies his preferred language at time of his/her request the system will identify and send the responses in the requested language. The command keys are as follows: **N** for Dutch, **F** for French, **D** for German and **E** (optional) for English before the flight number.

What is the flight number?

The flight number is the identification for the flight, which is given by the airline to the flight for which you want information. The flight number is composed of anything from 4 to 7 characters in length. It is usually composed of 2 to maximum 3 letters and 2 to maximum 4 figures. In our samples we will use ABC for the letters and 1234 for the figures

How do I request arrival information?

Arriving and departing flights have in general a different flight number. Occasionally there are transit flights, which carry the same flight number. For arrival information the command code '**A**' should be typed after the flight number.

How to request current flight info via your mobile device?

Request to receive the current flight information status for both arriving and departing flights requires you to send the flight number for which you require information in a specific format to our 4 digit 'short code' – **3880**.

Follow the guidelines as described in the manual of your handset to create a text message

Create your message as follows

a) Optional type language command key: **N** for Dutch, **F** for French, **D** for German and **E** for English. This command must always be followed by a space. If the language option isn't used all responses will be in the English language by default.

b) Type flight number **ABC1234**.

Example: For departure information in English for flight ABC1234 you type **E ABC1234**

or

c) When you require arrival flight info, type the flight number followed by a space and **A** as per following example:

N ABC1234 A

Then send the message to number **3880**

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Frequently asked questions, Continued

How to request track flight information on the device?

Request to receive the track flight information statuses for both arriving and departing flights requires you to send the flight number for which you require information in a specific format to our 4 digit 'short code' – **3880**.

Follow the guidelines as described in the manual of your handset to create a text message

Create your message

- a) Type command **TR**, followed by space
- b) Optional type language command key: **N** for Dutch, **F** for French, **D** for German and **E** for English. This command must always be followed by a space. If language option isn't used all responses will be by default in the English language.
- c) Type flight number **ABC1234**, followed by space
- d) Type requested date (e.g. **10OCT**) *(in case no date is typed the current date will be used by default)*

Example: **TR N ABC1234 10OCT**

or

- c) When you require arrival flight info, type the flight number followed by a space and **A** as per following example: **ABC1234 A**, followed by space
- d) Type requested date (e.g. **10OCT**) *(in case no date is typed the current date will be used by default)*

Example: **TR N ABC1234 A 10OCT**

Then send the message to number **3880**

What happens when the flight in which the user is interested is cancelled?

In circumstances where a queried flight is cancelled the user will receive a message stating that the flight has been cancelled. This message will also cost 0,50 Euro to receive. Users are recommended upon receipt of such a message to contact their airline representative for further information in relation to the requested flight.

What happens when an arriving flight is diverted away from Brussels Airport?

Very occasionally arriving flights might divert away from Brussels Airport due to extreme weather conditions or other operational reasons. In such instance a message informing requestors of the diversion of the requested flight, including when available the name of the airport to which the flight has been diverted to. Messages informing of a diversion will also be charged at 0,50 EURO. In cases of a diverted flight users are recommended to contact the respective Airline representative for any additional information. No further automatic messages for the respective flight will be generated nor transmitted to the requestor.

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Frequently asked questions, Continued

Can one use the flight number of a code share flight to request information? Yes. Flights can often have more than one flight number associated if there is a code share agreement between airlines, any of the associated flight numbers can be used to request information from the service.

How quickly will the messages arrive? 99% of all messages should be received within 2 minutes of the event associated to the flight occurring. The input of related data in the used database might occasionally be delayed. Typically messages will be received less than 15 seconds after they are sent by the system. The transmission of our mobile services depends however on the availability of the networks of the mobile providers and therefore The Brussels Airport Company can not be held liable for any delay in transmittance nor receipt of any message.

Why could one not be receiving the flight information update messages? To ensure that you receive the messages your mobile device should be turned on, have a signal and space on the phone for more messages. 'Pay and go', 'Tempo' and 'Base-prepaid' Users should ensure that they have sufficient credit to receive messages. It is also subject to network availability as it is possible that due to the high use of the network the mobile network providers cannot support sufficient capacity onto their respective networks.

Feedback on Flight Info 3880 Brussels Airport welcomes feedback on our Flight Info 3880 service and these instructions.
Please let us know if you have any comments, questions or suggestions on the service by e-mailing to info@brusselsairport.be or 3880@brusselsairport.be
