

Key customer indicators	2009	2010	2011
<b>Travel providers - Distribution</b>			
Airlines that can be booked in Amadeus	465	436	420
Car rental companies available in Amadeus	26	29	30
Hotel properties available in Amadeus	86,000	87,000	110,000
Rail companies available in Amadeus	107	103	102
Cruise lines available in Amadeus	20	21	22
Ferry companies available in Amadeus	30	30	30
Tour Operators available in Amadeus	190	204	206
<b>Travel Buyers - Distribution</b>			
Travel agency points of sale (locations)*		90,000	91,000
Airlines sales offices (locations)*		59,000	67,000
Air travel agency bookings (millions)	352.4	382.4	402.4
Total bookings (millions)	413.2	441.6	463.8
<b>Airline IT</b>			
Airline IT customers - Reservation	134	142	141
Airline IT customers - Inventory	90	109	115
Airline IT customers - Departure Control	40	61	92
Passengers Boarded (millions)**	237.5	372.3	439.1

\* The definition of travel agency point of sale and airline sales offices changed in 2009, therefore the figures from previous years are not comparable.

\*\* Represents the number of Passengers Boarded onto flights operated by airlines using our Altéa Inventory and, in some cases Altéa Departure Control modules during the year indicated.