

# New business class, improved results as Austrian takes advantage of 'expanded' Eastern Europe

AUSTRIAN Airlines is introducing an upgraded business class service and has taken advantage of new route opportunities to build on its market leadership in Eastern Europe.

In April alone, Austrian reported above-average growth in passenger traffic with newly integrated routes to Iasi and Sibiu in Romania, Donetsk and Odessa in Ukraine, Pecs in Hungary and Ekaterinburg in Russia.

A third daily service to Moscow begins in June 2006.

The new routes are of special interest to Australians planning journeys to Eastern Europe, and Austrian also boasts excellent connections to most European centres from Vienna on flights from Sydney or Melbourne.

Also new this year (from July), Austrian starts to introduce its upgraded business class on long-haul flights across the network.

Austrian said this month that worldwide revenue passenger kilometres had increased by 20.9 per cent and load factors hit 74 per cent.



A spokesman claimed the 'combinable fare concept' that came on-stream in April, plus a new internet booking platform and innovative traffic flow management systems were responsible for much of the growth, although aviation fuel cost increases and the continuing downward pressure on market prices remained an ongoing challenge.

The Austrian Airlines Group carried around 751,000 passengers on its scheduled services in April, pushing growth up by 12.9 per cent as a result. With a double-digit rise in passenger volume of 12.5 per cent compared to April 2005, the Group was once again able to post a strong increase, with a total of 864,000 passengers when both scheduled and charter services were included.

In comparison with 2005, the passenger load factor on scheduled flights improved by 4.1 percentage points to reach 72.8 per cent. With an approximate total of 2.98 million passengers, 13.4 per cent more passengers were carried on scheduled and charter services than in the same period last year.

## Lingo bingo! Skype adds translation service

VOICE over IP (Internet) telephony service provider Skype has linked with Voxeo and Language Line Services to offer global Internet calling and live interpreters in more than 150 languages.

Using a mix of Internet calling technology and interpreter services, the three have teamed up to give Skype users the ability to talk instantly to anyone, anywhere in the world, regardless of language.

The joint solution makes it easier than ever for businesses and individuals to communicate cost-effectively from English into more than 150 languages ([www.language-line.com/skype](http://www.language-line.com/skype)).

Skype subscribers can now - within seconds - be on the phone in an up-to-



five-way conversation with other Skype users and a live, professional Language Line Services interpreter. Whether for business or personal use, the Language Line Personal Interpreter, pay-as-you-go service allows quick and easy access to highly skilled interpreters from English into over 150 languages.

Language Line interpretation services

over Skype can be made for US\$2.99 per minute. The service is available 24 hours a day, 365 days a year. Interpreter costs are automatically charged to the caller's SkypeOut™ balance. (SkypeOut is a prepaid service that allows Skype broadband users to use their computer to make calls to landlines and mobiles in many countries. Calls are competitively priced.)

To provide a seamless interface to the Skype Network, Language Line Services has partnered with Voxeo Corporation. Language Line's Personal Interpreter Service uses Voxeo's Prophecy voice platform to automate the process of transferring the call from Skype to Language Line Services.