

Customer Support Service – telephone support channel availability

	BASIC			EXTENDED		
Language	Weekdays	Weekends	Time Zone	Weekdays	Weekends	Time Zone
English	9 AM to 5 PM	N/A	Country of the departure of Your first (outbound) Flight in Your itinerary	24/7	24/7	N/A
Czech	7 AM to 3 PM	N/A	UTC	7 AM to 3 PM	N/A	UTC
Spanish	1 PM to 10 PM	N/A	UTC	1 PM to 10 PM	N/A	UTC
French	7 AM to 3 PM	N/A	UTC	7 AM to 3 PM	N/A	UTC
German	7 AM to 3 PM	N/A	UTC	7 AM to 3 PM	N/A	UTC
Italian	7 AM to 3 PM	N/A	UTC	7 AM to 3 PM	N/A	UTC
Japanese	12 AM to 8 AM	N/A	UTC	12 AM to 9 AM	12 AM to 9 AM	UTC
Korean	12 AM to 8 AM	N/A	UTC	12 AM to 9 AM	12 AM to 9 AM	UTC
Portuguese	1 PM to 10 PM	N/A	UTC	1 PM to 10 PM	N/A	UTC