

PRESS NOTE

Rome, November 17, 2025 – ITA Airways announces that on November 22, an important upgrade of its sales systems will be carried out.

Starting from 12:01 a.m. CET on November 22 and for a duration of 24 hours, **it will not be possible to perform the following operations** on the Company's channels:

- New bookings
- Booking changes
- Issuance of travel documents
- Modification and purchase of ancillary services (seat selection, lounge access, upgrades, etc.)
- Flight availability display
- Access to the "Smart Group" tool

However, **web check-in services** and **airport operations**, including check-in, ticket issuance and changes for flights between 22 and 25 November, will remain available.

This system upgrade is part of ITA Airways' ongoing commitment to offering its customers an increasingly innovative and efficient service and purchasing experience, leveraging strong synergies with a strategic partner such as the Lufthansa Group.

More information is available at ita-airways.com

For press information:

Pietro Caldaroni, Chief Communication Officer

Mail: media@ita-airways.com

About ITA Airways

ITA Airways is the Italian reference carrier. The Company is 59% owned by the Ministry of Economy and Finance and 41% by Deutsche Lufthansa AG. ITA Airways operates both passenger and cargo air transport services, providing Italy with high-quality connectivity to international destinations, supporting tourism and foreign trade, as well as domestic connectivity within the Country, also leveraging integrated mobility. Through strong digitization of processes to ensure the best possible experience and personalized services, ITA Airways places customer service at the core of its strategy. This is combined with a commitment to sustainability, which encompasses environmental aspects (such as a young, technologically advanced fleet to reduce environmental impact), social aspects (a strong focus on its employees and the communities in which it operates), and governance aspects (integrating sustainability into internal strategies and processes).