

From: (b)(6) Manager Security - AVSEC Ops  
To: Alexander, Peter  
Subject: US EO - Operational Impact  
Date: Monday, January 30, 2017 12:09:24 PM

Dear Peter,

Please find below the figures as requested.

We have 1 flight yet to depart at 1500lt. EK207.

	No of US CBP Notification Received (Email/phone)	No of US CBP Offloads (Email/Phone)	Total No of Inadmissible/ refused from USA	EGS Offloading & Refusal	Flight Delays
28/01/2017	29	29 (13 DXB, 16 Outstation)	0	0	5 FLIGHTS (EK229-9MINS, EK235-28MINS, EK211-20MINS, EK215-7MINS, EK225-39MINS)
29/01/2017	34	34 (9 DXB, 25 Outstation)	10	9	03 FLIGHT (EK225-9MINS, EK203-41MINS, EK201-15MINS)
30/01/2017	6	5 (Outstation)	0	1	

Regards,

(b)(6)


From: (b)(6)  
To: BRIGANTTY, JESSICA B; Alexander, Peter  
Cc: (b)(6)  
Subject: Inquiry..  
Date: Saturday, February 4, 2017 11:40:52 AM

---

Morning dears  
I'm sure that all is well at your end.

I like to ask you if there is any update regarding the Executive Order?  
We knew that a U.S. Federal judge has issued a new a nationwide Temporary Restraining Order (TRO) suspending all aspects of the Presidential Executive Order (EO) with immediate effect. And we as RJ did not receive anything accordingly.  
Can you please update us as soon as possible??  
Thanks for your usual support and cooperation.  
Regards

(b)(6)  
(b)(6)  
Office: (b)(6)  
Mob:  
Fax:  
Email:  
**www.rj.com**

Sent from iPhone.  
The contents of this e-mail and any files or attachments transmitted with it are confidential. They contain privilege information that are intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended addressee you may not copy, forward, disclose, retain this e-mail or any part of it or its attachments in any way whatsoever. If you have received this e-mail in error please notify the system administrator; highlight the presence of malicious code and then delete the message immediately. The company accepts no liability for any damage caused by any malicious code transmitted by this E-mail 

## Billings, Christine

---

**From:** (b)(6)  
**Sent:** Tuesday, January 31, 2017 12:12  
**To:** Billings, Christine  
**Cc:** Halfacre, Jeff  
**Subject:** FW: Immigration questions regarding the recent Executive Order

Dear Christine good morning, could you please add me to your e-mail addresses?

Thank you

(b)(6)

Aeroporto de Lisboa, Edif.27 SUL - 7º, Sala 11  
1704-801 Lisboa Portugal



[flytap.com](http://flytap.com) | [victoria.flytap.com](http://victoria.flytap.com)



**De:** "Billings, Christine" <(b)(6)>  
**Data:** 31 de janeiro de 2017, 04:38:43 GMT-3  
**Para:** "Billings, Christine" <(b)(6)>  
**Assunto:** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

**DHS National Joint Information Center (NJIC), contact info is as follows: 202 282 8900.**

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative

American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main

(O) +1 (571) 227-(b)(6)

(C) +1 (b)(6)

(O) +49 69 7535 (b)(6)

(C) +49 (b)(6)

(b)(6)

## Billings, Christine

---

**From:** (b)(6)  
**Sent:** Wednesday, February 1, 2017 14:20  
**To:** Billings, Christine  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Christine,

The number was not answered yesterday all day and is now 'busy' continuously (not in use?) – so unfortunately not helpful.

Not extremely urgent but I have this case: one pilot being Norwegian, but born in Iran. He holds a Norwegian passport only (no dual citizenship) and lived in Norway since he was a little child. Will he face problems when entering US on flight duty?

Kind regards,

(b)(6)



(b)(6)

Mobile/Office: (b)(6)

(b)(6)

---

**From:** Billings, Christine [mailto:(b)(6)]  
**Sent:** Tuesday, January 31, 2017 8:39 AM  
**To:** Billings, Christine <(b)(6)>  
**Subject:** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

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U.S. Department of Homeland Security | Transportation Security Administration

Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main

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(C) +49 (b)(6)

(b)(6)

## Billings, Christine

---

**From:** (b)(6)  
**Sent:** Thursday, February 2, 2017 15:02  
**To:** (b)(6)  
**Cc:** Billings, Christine; Merrikh, Dina; Gonzalez, Lorena  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Chuck

Unfortunately, this is not helpful either, as I did not reach your indicated number (see below: not answered the first day and 'busy' since 2<sup>nd</sup> day; either occupied or not staffed).

Brgds,

(b)(6)



(b)(6)

Mobile/Office: (b)(6)

(b)(6)

---

**From:** (b)(6) [mailto:(b)(6)]  
**Sent:** Thursday, February 2, 2017 2:22 PM  
**To:** (b)(6)  
**Cc:** Billings, Christine <(b)(6)>; Merrikh, Dina <(b)(6)>; Gonzalez, Lorena <(b)(6)>  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear (b)(6)

The following is the TSA initial guidance on the implementation of the "Protecting the Nation From Foreign Terrorist Entry into the United States" executive order.

Inquiries Regarding the Policy: All external inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

Regards,

Chuck Phillips  
Secure Flight & Crew Vetting Program Management Branch (SFCVPMB)  
Program Management Division  
Office of Intelligence and Analysis  
Transportation Security Administration

240-568 (b)(6) Office)

(b)(6)

---

**From:** (b)(6)

**Sent:** Wednesday, February 01, 2017 8:42 AM

**To:** (b)(6)

**Subject:** FW: Immigration questions regarding the recent Executive Order

Dear TSA-team,

May I kindly ask to provide us with your point of view on the subject below?

Thank you.

Kind regards,

(b)(6)



(b)(6)

Mobile/Office: (b)(6)

(b)(6)

---

**From:** Billings, Christine [mailto:(b)(6)]

**Sent:** Wednesday, February 1, 2017 2:32 PM

**To:** (b)(6)

**Subject:** RE: Immigration questions regarding the recent Executive Order

Hi (b)(6)

My understanding is as long as he hold the Norwegian passport, he should be fine. Now, they may ask him questions if they see PLACE OF BIRTH – Iran but the order only speaks to passport holders as far as I am aware. I would also check with the MCL group since they have been having similar issues with other crew members. Here is the email - (b)(6)

(b)(6)

I will advise about the lack of availability with the phone number.

Let me know if you run into any other issues.

Christine Billings

U.S. Department of Homeland Security | Transportation Security Administration

Office of Global Strategies | Global Compliance | Europe

International Industry Representative

American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main

(O) +1 (571) 227-(b)(6)

(C) +1 (b)(6)

(O) +49 69 7535 (b)(6)



(C) +49 [redacted]

[redacted]

---

**From:** [redacted]

**Sent:** Wednesday, February 01, 2017 2:20 PM

**To:** Billings, Christine

**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Christine,

The number was not answered yesterday all day and is now 'busy' continuously (not in use?) – so unfortunately not helpful.

Not extremely urgent but I have this case: one pilot being Norwegian, but born in Iran. He holds a Norwegian passport only (no dual citizenship) and lived in Norway since he was a little child. Will he face problems when entering US on flight duty?

Kind regards,

[redacted]



[redacted]

Mobile/Office: [redacted]

[redacted]

## Billings, Christine

---

**From:** Billings, Christine  
**Sent:** Tuesday, January 31, 2017 08:48  
**To:** (b)(6)  
**Subject:** RE: Immigration questions regarding the recent Executive Order

My pleasure.

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(O) +49 69 7535 (b)(6)  
(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Tuesday, January 31, 2017 8:43 AM  
**To:** Billings, Christine  
**Cc:** (b)(6)  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Bonjour Christine,

Thank you for your assistance.

Have a great day!

(b)(6)  
T (b)(6) M (b)(6) F (b)(6)  
Email (b)(6)  
La Compagnie - Le Mermod BAT B - 53 avenue Jean Jaurès - F-93350 Le Bourget  
[www.lacompagnie.com](http://www.lacompagnie.com)



---

**De :** Billings, Christine [mailto:(b)(6)]  
**Envoyé :** (b)(6)  
**À :** Billings, Christine <(b)(6)>  
**Objet :** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

**DHS National Joint Information Center (NJIC), contact info is as follows: 202 282 8900.**

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(C) +49 (b)(6)

(b)(6)

## Billings, Christine

---

**From:** Billings, Christine  
**Sent:** Tuesday, January 31, 2017 09:23  
**To:** (b)(6)  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Grazie!

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Tuesday, January 31, 2017 9:22 AM  
**To:** Billings, Christine  
**Subject:** R: Immigration questions regarding the recent Executive Order

Ok. I will contact them during the day. I am going to verify if there are additional things to ask.  
Talk to you later.

Ciao,

(b)(6)

---

**Da:** Billings, Christine [mailto:(b)(6)]  
**Inviato:** Tuesday, January 31, 2017 9:20 AM  
**A:** (b)(6)  
**Oggetto:** RE: Immigration questions regarding the recent Executive Order

(b)(6)

I have read guidance that if these people are holding a valid resident alien card, they **SHOULD** be allowed to enter but may face secondary measures upon entry. My guidance would be to call the number for clarification. Let me know what you find out.

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(b)(6)

---

**From:** (b)(6)  
**Sent:** Tuesday, January 31, 2017 9:16 AM  
**To:** Billings, Christine  
**Subject:** R: Immigration questions regarding the recent Executive Order

Thanks Christine,  
the most debating issue now is if we can board citizens from the 7 countries listed in the EO when they are travelling with a green card.  
The news in Italy is controversial; several newspapers have written that you cannot travel with a green card and since Alitalia is saying the opposite to our stations, the corporate communication department asked yesterday if we could get any clarifications from the US authorities about this.  
Can you help or do I need to contact this number?

Thanks,  
(b)(6)

---

**Da:** Billings, Christine [mailto:(b)(6)]  
**Inviato:** Tuesday, January 31, 2017 8:39 AM  
**A:** Billings, Christine  
**Oggetto:** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

**DHS National Joint Information Center (NJIC), contact info is as follows: 202 282 8900.**

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main

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(C) +49 (b)(6)

(b)(6)

(b)(6)

## Chipps, Chris

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**From:** Chipps, Chris  
**Sent:** Thursday, February 2, 2017 12:59 PM  
**To:** (b)(6)  
**Subject:** FW: Immigration questions regarding the recent Executive Order

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**From:** Billings, Christine  
**Sent:** Thursday, February 02, 2017 9:21 AM  
**To:** (b)(6)  
**Cc:** Wahl, Daniel; Chipps, Chris  
**Subject:** FW: Immigration questions regarding the recent Executive Order

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(C) +1 (b)(6)  
(O) +49 69 7535 (b)(6)  
(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Thursday, February 02, 2017 3:02 PM  
**To:** (b)(6)  
**Cc:** Billings, Christine; Merrikh, Dina; Gonzalez, Lorena  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Chuck

Unfortunately, this is not helpful either, as I did not reach your indicated number (see below: not answered the first day and 'busy' since 2<sup>nd</sup> day; either occupied or not staffed).

Brgds,

(b)



(b)(6)

Mobile/Office: (b)(6)  
(b)(6)

---

**From:** (b)(6)  
**Sent:** Thursday, February 2, 2017 2:22 PM  
**To:** (b)(6)  
**Cc:** Billings, Christine <(b)(6)>; Merrikh, Dina <(b)(6)>; Gonzalez, Lorena <(b)(6)>  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear (b)(6)

The following is the TSA initial guidance on the implementation of the "Protecting the Nation From Foreign Terrorist Entry into the United States" executive order.  
Inquiries Regarding the Policy: All external inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

Regards,

Chuck Phillips  
Secure Flight & Crew Vetting Program Management Branch (SFCVPMB)  
Program Management Division  
Office of Intelligence and Analysis  
Transportation Security Administration  
240-568-(b)(6) (Office)  
(b)(6)

---

**From:** (b)(6)  
**Sent:** Wednesday, February 01, 2017 8:42 AM  
**To:** (b)(6)  
**Subject:** FW: Immigration questions regarding the recent Executive Order

Dear TSA-team,

May I kindly ask to provide us with your point of view on the subject below?

Thank you.

Kind regards,

(b)(6)





(b)(6)

Mobile/Office: (b)(6)

(b)(6)

---

**From:** Billings, Christine [mailto:(b)(6)]  
**Sent:** Wednesday, February 1, 2017 2:32 PM  
**To:** (b)(6)  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Hi (b)(6)

My understanding is as long as he hold the Norwegian passport, he should be fine. Now, they may ask him questions if they see PLACE OF BIRTH – Iran but the order only speaks to passport holders as far as I am aware. I would also check with the MCL group since they have been having similar issues with other crew members. Here is the email - (b)(6)

(b)(6)

I will advise about the lack of availability with the phone number.

Let me know if you run into any other issues.

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(C) +1 (b)(6)  
(O) +49 69 7535 (b)(6)  
(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Wednesday, February 01, 2017 2:20 PM  
**To:** Billings, Christine  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Christine,

The number was not answered yesterday all day and is now 'busy' continuously (not in use?) – so unfortunately not helpful.

Not extremely urgent but I have this case: one pilot being Norwegian, but born in Iran. He holds a Norwegian passport only (no dual citizenship) and lived in Norway since he was a little child. Will he face problems when entering US on flight duty?

Kind regards,

(b)  
(6)



(b)(6)

Mobile/Office: (b)(6)

(b)(6)

---

From: [Henninger, Debbie](#)  
To: [\(b\)\(6\)](#)  
[\(b\)\(6\)](#)  
Cc: [Debbie Henninger](#)  
Subject: \*\*\*\*\* DHS press release on the Executive Order \*\*\*\*\*  
Date: Monday, January 30, 2017 1:06:46 PM  
Attachments: [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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Dear all – please ensure you are aware of the following:

The DHS press release on the Executive Order is outlined below. Regarding any specific questions, please contact DHS National Joint Information Center (NJIC), no exceptions. ***NJIC contact info is as follows: 202 282 8900.*** Aviation Security Operations: All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Currently, no changes in TSA aviation security operations SOPs are contemplated.

Referred to Another Agency/Component

Page 20 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

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Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

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Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Debra Henninger  
International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Mobile: (b)(6)  
(b)(6)

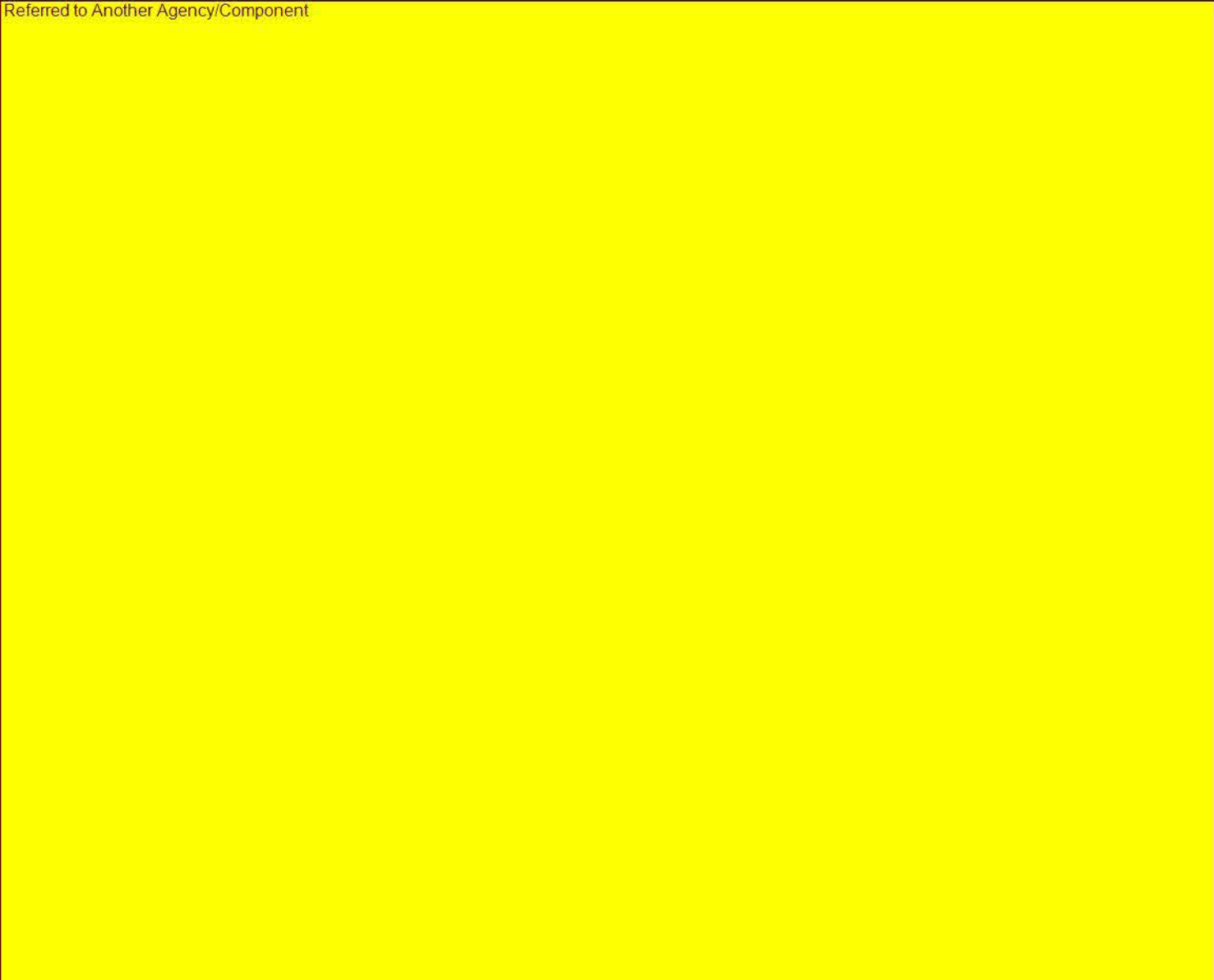
Debra Henninger  
International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Mobile: (b)(6)  
(b)(6)

**From:** [Henninger, Debbie](#)  
**To:** (b)(6)  
(b)(6)  
**Cc:** [Debbie Henninger](#)  
**Subject:** \*\*\*\*\* DHS press release on the Executive Order \*\*\*\*\*  
**Date:** Monday, January 30, 2017 10:10:37 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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Dear all – please ensure you are aware of the following:

The DHS press release on the Executive Order is outlined below. Regarding any specific questions, please contact DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900. Aviation Security Operations: All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Currently, no changes in TSA aviation security operations SOPs are contemplated.





Page 25 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

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Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Page 27 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Page 28 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

**From:** [Henninger, Debbie](#)  
**To:** [Tranumn, Anthony](#); (b)(6)  
**Cc:** [Debbie Henninger](#)  
**Subject:** RE: Green Card  
**Date:** Monday, January 30, 2017 1:50:00 PM

---

Hi (b)(6)

I just spoke with Tony and understand your inquiry is in regards to the recent DHS Press Release specific to the Presidents' Executive Orders. As this is just beginning to roll-out and your question primarily involves CBP issues, I will refer you directly to the DHS NJIC and/or your CBP representative for answers.

Regarding any specific questions, please contact DHS National Joint Information Center (NJIC). NJIC contact info is as follows: (202) 282 8900.

Kind regards --

Debra Henninger  
International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Mobile: (b)(6)  
(b)(6)

---

**From:** Tranumn, Anthony  
**Sent:** Monday, January 30, 2017 1:37 PM  
**To:** Henninger, Debbie; (b)(6)  
**Cc:** Debbie Henninger  
**Subject:** RE: Green Card

Debbie,

Was there any issues pertaining to her question below that Frontier needed to be aware of?

*Anthony Tranumn*  
*Principal Security Inspector*  
*Commercial Airlines & Private Charters*  
*Department of Homeland Security*  
*Transportation Security Administration*  
571-227-(b)(6) Office  
(b)(6) BB  
571-227-2928 Fax  
(b)(6)

---

**From:** Henninger, Debbie

**Sent:** Monday, January 30, 2017 1:36 PM

**To:** (b)(6)

**Cc:** Debbie Henninger <(b)(6)>; Tranumn, Anthony <(b)(6)>

**Subject:** FW: Green Card

Hi (b)(6)

As I am not up to speed on the conversation – kindly either give me a call or send an outline of your inquiry so that I may address appropriately.

Thank you !

Debra Henninger  
International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Mobile: (b)(6)  
(b)(6)

---

**From:** Tranumn, Anthony  
**Sent:** Monday, January 30, 2017 1:33 PM  
**To:** Henninger, Debbie  
**Subject:** FW: Green Card

Please respond to this question. Thanks.

*Anthony Tranumn  
Principal Security Inspector  
Commercial Airlines & Private Charters  
Department of Homeland Security  
Transportation Security Administration  
571-227-(b)(6) Office  
(b)(6) BB  
571-227-2928 Fax  
(b)(6)*

---

**From:** (b)(6)  
**Sent:** Monday, January 30, 2017 1:08 PM  
**To:** Tranumn, Anthony <(b)(6)>  
**Subject:** Green Card

Tony,

I wanted to confirm our earlier discussion regarding the green card ban, this definitely does not

affect our crew members traveling internationally?

Thanks,



(b)(6)

P: (b)(6)

F: (b)(6)

C: (b)(6)

E: (b)(6)

Flyfrontier.com

**SENSITIVE SECURITY INFORMATION**

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## Libovicz, James

---

**From:** Alexander, Peter  
**Sent:** Saturday, January 28, 2017 1:25 PM  
**To:** Schwabel, Jason; Monreal, Anthony; McQuaid, Daniel; James Libovicz; Wahl, Daniel; Chipps, Chris; Vente, Robert; McLaughlin, Robert  
**Subject:** FW: Today's offload incident

All-

Follow-up

I reached out to AME CBP APIS Manager and here's her response.

Thanks,

Peter

[Referred to Another Agency/Component](#)

---

From: Alexander, Peter



Sent: Saturday, January 28, 2017 1:06:45 PM  
To: BRIGANTTY, JESSICA B  
Subject: FW: Today's offload incident

Hi Jessica,

Looping you in with this issue in my AOR. So far Qatar, Emirates and Turkish reported with major delays due to offloads. If your folks have any additional info or guidance, please let me know.

Thanks,

Peter

---

From: (b)(6)  
Sent: Saturday, January 28, 2017 12:50:43 PM  
To: Alexander, Peter  
Cc: (b)(6)  
Subject: Today's offload incident

Dear Peter,

Hope this e-mail finds you well.

Peter as you know a serious incident happened today and as air carrier ; upon the request from cbp side, we had to offload about 40 passenger although they were not at the no fly list. Bearing in mind that we couldn't provide any logical explanation to those passengers and considering the customer satisfaction , we need an announcement to justify our today's act. So I kindly request any related document to be shared with us.

Thanks in advance ,

Kind regards

(b)(6)

[<http://www.turkishairlines.com/documents/Thy/download/disclaimer/thy2016.jpg>]

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**Libovicz, James**

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**From:** Billings, Christine  
**Sent:** Wednesday, February 1, 2017 8:33 AM  
**To:** Libovicz, James  
**Cc:** Wahl, Daniel; Chipps, Chris  
**Subject:** FW: Immigration questions regarding the recent Executive Order

Just an FYI regarding the # for inquiries.

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
(O) +1 (571) 227- (b)(6)  
(C) +1 (b)(6)  
(O) +49 69 7535 (b)(6)  
(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Wednesday, February 01, 2017 2:20 PM  
**To:** Billings, Christine  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Christine,

***The number was not answered yesterday all day and is now 'busy' continuously (not in use?) – so unfortunately not helpful.***

Not extremely urgent but I have this case: one pilot being Norwegian, but born in Iran. He holds a Norwegian passport only (no dual citizenship) and lived in Norway since he was a little child. Will he face problems when entering US on flight duty?

Kind regards,

(b)(6)



(b)(6)

Mobile/Office: +(b)(6)  
(b)(6)

---

**From:** Billings, Christine [mailto:(b)(6)]  
**Sent:** Tuesday, January 31, 2017 8:39 AM  
**To:** Billings, Christine <(b)(6)>  
**Subject:** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

**DHS National Joint Information Center (NJIC), contact info is as follows: 202 282 8900.**

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main

(O) +1 (571) 227 (b)(6)

(C) + (b)(6)

(O) +49 69 7535 (b)(6)

(C) (b)(6)

(b)(6)

From: [Morales, Ingrid](#)  
To: (b)(6)  
Subject: RE: Presidential Executive Order on Protecting the Nation From Foreign Terrorist Entry Into The United States-URGENT ACTION  
Date: Sunday, January 29, 2017 6:23:22 PM  
Attachments: [image001.png](#)

---

(b)(6),

At this point there is no additional guidance material that I know of. Let me see what I can obtain and I will certainly send that right over to you.

Thanks,

Ingrid

---

From: (b)(6)  
Sent: Sunday, January 29, 2017 3:23:05 PM  
To: Morales, Ingrid; (b)(6)  
Subject: AW: RE: FW: Presidential Executive Order on Protecting the Nation From Foreign Terrorist Entry Into The United States-URGENT ACTION

Thank you Ingrid. Just landed in LAX.

Would you be able to make available that executive order or guidance material?

Thanks (b)(6)

---

Von: Morales, Ingrid [mailto:(b)(6)]  
Gesendet: Sunday, January 29, 2017 07:15 PM W. Europe Standard Time  
An: (b)(6)  
Cc: (b)(6); BOWS, STEPHEN P <(b)(6)>; (b)(6) DCS-Helpdesk; (b)(6) <(b)(6)>; (b)(6); (b)(6); (b)(6); (b)(6); (b)(6)  
Betreff: RE: FW: Presidential Executive Order on Protecting the Nation From Foreign Terrorist Entry Into The United States-URGENT ACTION

Good afternoon (b)(6)

As you are aware, I will be taking over for Jeff Halfacre as your until you have a new permanently assigned International Industry Representative.

We have received the guidance below from TSA:

All external (stakeholder, media, passenger, etc) inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

Aviation Security Operations: All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Any SOP changes will be promulgated by the cognizant TSA Headquarters program office. Currently, no changes in TSA aviation security operations SOPs are contemplated.

I am based at TSA headquarters and will update you as I receive additional information.

Regards,

*Ingrid Morales*

International Industry Representative  
Office of Global Strategies

Transportation Security Administration

Office: 571-227-(b)(6)

Cell: (b)(6)

HSDN: (b)(6)

---

**From:** (b)(6) [mailto:(b)(6)]  
**Sent:** Sunday, January 29, 2017 2:05 AM  
**To:** (b)(6); BOWS, STEPHEN P; Morales, Ingrid; (b)(6); (b)(6); DCS-Helpdesk; (b)(6); (b)(6); (b)(6); (b)(6); (b)(6)  
**Subject:** WG: FW: Presidential Executive Order on Protecting the Nation From Foreign Terrorist Entry Into The United States-URGENT ACTION  
**Importance:** High

Dear all, please see messages below. We as Air Berlin have not yet received any official information from CBP.

@Steve of CBP: is there something in the tube to be released for the European Carriers?

@ Ingrid of TSA and Steve again: will the SF system automatically deny passengers from the below mentioned countries to be checked in for US bound flights?

@ LPD stations DUS and TXL: please keep an eye on the below mentioned nationals and contact TSOC before checking them in.

@(b)(6) please monitor and advise LPD stations if anything official is being released.

@helpdesk: pls fwd this message to TXL check in

I will be on duty travel and will be available again in about 15 hours in LAX.

Thanks to all for your great support!

Brgds (b)(6)

---

**Von:** (b)(6)  
**Gesendet:** Saturday, January 28, 2017 02:37 PM W. Europe Standard Time  
**An:** (b)(6); (b)(6)  
**Cc:** (b)(6); (b)(6); (b)(6); (b)(6); (b)(6); (b)(6)  
**Betreff:** FW: Presidential Executive Order on Protecting the Nation From Foreign Terrorist Entry Into The United States-URGENT ACTION

Dear **oneworld** friends,

Sharing AA's communication to international locations regarding the Presidential Executive Order. Please reach out if you have any questions.

Best Regards,

(b)(6)

Referred to Another Agency/Component

Page 38 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

From: [Morales, Ingrid](#)  
To: (b)(6)  
Subject: TSA Statement on Travel Ban  
Date: Monday, January 30, 2017 7:43:00 AM

---

Good Morning All,

Please see below FYSA...

The following is the TSA initial guidance on the implementation of the "Protecting the Nation From Foreign Terrorist Entry into the United States" executive order.

**Inquiries Regarding the Policy:** All external (stakeholder, media, passenger, etc) inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

**Aviation Security Operations:** All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Any SOP changes will be promulgated by the cognizant TSA Headquarters program office. Currently, no changes in TSA aviation security operations SOPs are contemplated.

Thanks,

*Ingrid Morales*

International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Cell: (b)(6)  
HSDN: (b)(6)

**From:** [Morales, Ingrid](#)  
**To:** (b)(6)  
**Subject:** TSA Statement on Travel Ban  
**Date:** Monday, January 30, 2017 7:37:00 AM

---

Good Morning (b)(6)

My name is Ingrid Morales and I will be taking over for Jeff Halfacre until you have a new permanently assigned International Industry Representative. I am based at TSA headquarters in Arlington, Virginia.

We have received the guidance below from TSA:

All external (stakeholder, media, passenger, etc) inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

Aviation Security Operations: All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Any SOP changes will be promulgated by the cognizant TSA Headquarters program office. Currently, no changes in TSA aviation security operations SOPs are contemplated.

I will update you as I receive additional information.

Regards,

Ingrid

*Ingrid Morales*

International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Cell: (b)(6)  
HSDN: (b)(6)



**From:** [Morales, Ingrid](#)  
**To:** (b)(6)  
**Subject:** TSA Statement on Travel Ban  
**Date:** Monday, January 30, 2017 7:39:00 AM

---

Good Morning (b)(6)

My name is Ingrid Morales and I will be taking over for Jeff Halfacre until you have a new permanently assigned International Industry Representative. I am based at TSA headquarters in Arlington, Virginia.

We have received the guidance below from TSA:

All external (stakeholder, media, passenger, etc) inquiries regarding the executive order shall be referred to the DHS National Joint Information Center (NJIC), no exceptions. NJIC contact info is as follows: 202 282 8900.

Aviation Security Operations: All aviation security operations standard operating procedures (SOPs) remain in effect as written. This includes vetting/screening operations, airport operations, international operations, and FAMS operations. Any SOP changes will be promulgated by the cognizant TSA Headquarters program office. Currently, no changes in TSA aviation security operations SOPs are contemplated.

I will update you as I receive additional information.

Regards,

Ingrid

*Ingrid Morales*

International Industry Representative  
Office of Global Strategies  
Transportation Security Administration  
Office: 571-227-(b)(6)  
Cell: (b)(6)  
HSDN: (b)(6)

**From:** [Perez, Stephen](#)

**To:** (b)(6)

**Subject:** FW: DHS Press Release(s)

**Date:** Monday, January 30, 2017 9:08:00 AM

**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

**Importance:** High

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Good morning all,

If you have detailed questions, we recommend referring those to your CBP POC. Of course I will provide any additional support necessary.

Stephen Perez  
IIR/TSA U.S. Embassy Ottawa  
571.227.(b)(6)  
Cell. (b)(6)

Duplicate, Referred to Another Agency/Component

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Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Page 44 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Page 45 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

Page 46 of 53

Withheld pursuant to exemption

Referred to Another Agency/Component  
of the Freedom of Information and Privacy Act

**From:** [Robicheau, WILLIAM](#)  
**To:** (b)(6)  
**Subject:** RE: Executive Order Impact to Crew Members  
**Date:** Monday, January 30, 2017 1:22:59 PM

---

Sounds good. From reading the press release I agreed with you that it appears they can travel but could not get that confirmation internally - sorry I could not be of more assistance at this time.

If you do have further questions please send them to me and I will do what I can to get you some answers.

Billy

---

**From:** (b)(6)  
**Sent:** Monday, January 30, 2017 1:19:46 PM  
**To:** Robicheau, WILLIAM  
**Subject:** RE: Executive Order Impact to Crew Members

No worries. Thanks, Billy. I got most of my questions answered from that and the RAA who got some additional info from CBP.

(b)(6)

-----Original Message-----

**From:** Robicheau, WILLIAM [[\(mailto:\(b\)\(6\)\)](mailto:(b)(6))]  
**Sent:** Monday, January 30, 2017 11:11 AM  
**To:** (b)(6)  
**Subject:** RE: Executive Order Impact to Crew Members

Hi (b)(6) I do not have additional info other than the press release - I can provide you a copy if needed. I was told that questions should be directed to CBP but do not have a specific contact for them.

Billy

---

**From:** (b)(6)  
**Sent:** Monday, January 30, 2017 11:52:54 AM  
**To:** Robicheau, WILLIAM  
**Subject:** Executive Order Impact to Crew Members

Good Afternoon, Billy:

Have you heard, or do you have a contact that might know, anything about the impact to crew members who are

LPRs from one of the seven countries affected by the executive travel ban? I have 5-6 crew members who are holding passports from either Iran, Iraq or Syria with a permanent resident status. I think they are fine but wanted to get some clarification that I can send them out of the country with no issues upon return.

[cid:image001.jpg@01D10731.5BEE4970]

(b)(6)





## Wahl, Daniel

---

**From:** Smeda, Elisabeth  
**Sent:** Sunday, January 29, 2017 3:56 AM  
**To:** Wahl, Daniel  
**Subject:** New US immigration rules

Hi Danny,

Air New Zealand is asking whether TSA will be issuing specific guidance to airlines on the specific rules pertaining to the new administration's executive order to close US borders to immigrants/ refugees from some countries. The carrier wants to understand the intricacies to avoid any unwanted issues on LPD flights. I'm guessing that any information to airlines would come via CBP, but thought I'd see if you knew anything about forthcoming information.

Elisabeth

## Wahl, Daniel

---

**From:** Robicheau, WILLIAM  
**Sent:** Monday, January 30, 2017 1:11 PM  
**To:** Wahl, Daniel  
**Subject:** RE: Executive Order Impact to Crew Members

Got it, thanks.

Billy

---

**From:** Wahl, Daniel  
**Sent:** Monday, January 30, 2017 1:01:43 PM  
**To:** Robicheau, WILLIAM  
**Subject:** RE: Executive Order Impact to Crew Members

Hi Billy,

I don't have those details. You can send them the Press Release, which should also be posted online so a link would be preferable, but I recommend referring them to CBP.

Daniel Wahl  
International Industry Representative Supervisor  
Transportation Security Administration  
Office of Global Strategies  
Desk- 571-227-(b)(6)  
Mobile- (b)(6)

-----Original Message-----

**From:** Robicheau, WILLIAM  
**Sent:** Monday, January 30, 2017 12:53 PM  
**To:** Daniel Wahl  
**Subject:** FW: Executive Order Impact to Crew Members

Danny,

I revived the below question about LTR's from MESA airlines. They have approximately 5-6 individual crew members from the 7 countries with permanent resident status. They want to ensure they can fly out of the country without issue upon return. Can I forward them the press release that was sent to us? Also, if I am reading it correctly - these individuals are ok to travel in and out of the US, is this correct?

Billy

---

**From:** (b)(6)  
**Sent:** Monday, January 30, 2017 11:52:54 AM  
**To:** Robicheau, WILLIAM  
**Subject:** Executive Order Impact to Crew Members

Good Afternoon, Billy:

Have you heard, or do you have a contact that might know, anything about the impact to crew members who are LPRs from one of the

seven countries affected by the executive travel ban? I have 5-6 crew members who are holding passports from either Iran, Iraq or Syria with a permanent resident status. I think they are fine but wanted to get some clarification that I can send them out of the country with no issues upon return.

[cid:image001.jpg@01D10731.5BEE4970]

(b)(6)



## Wahl, Daniel

---

**From:** Billings, Christine  
**Sent:** Wednesday, February 1, 2017 8:33 AM  
**To:** Libovicz, James  
**Cc:** Wahl, Daniel; Chipps, Chris  
**Subject:** FW: Immigration questions regarding the recent Executive Order

Just an FYI regarding the # for inquiries.

Christine Billings  
U.S. Department of Homeland Security | Transportation Security Administration  
Office of Global Strategies | Global Compliance | Europe  
International Industry Representative  
American Consulate General | Giessener Strasse 30 | 60435 Frankfurt am Main  
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(C) +1 (b)(6)  
(O) +49 69 7535 (b)(6)  
(C) +49 (b)(6)

(b)(6)

---

**From:** (b)(6)  
**Sent:** Wednesday, February 01, 2017 2:20 PM  
**To:** Billings, Christine  
**Subject:** RE: Immigration questions regarding the recent Executive Order

Dear Christine,

**The number was not answered yesterday all day and is now 'busy' continuously (not in use?) – so unfortunately not helpful.**

Not extremely urgent but I have this case: one pilot being Norwegian, but born in Iran. He holds a Norwegian passport only (no dual citizenship) and lived in Norway since he was a little child. Will he face problems when entering US on flight duty?

Kind regards,

(b)(6)



(b)(6)

Mobile/Office: (b)(6)

(b)(6)

**From:** Billings, Christine [mailto:(b)(6)]  
**Sent:** Tuesday, January 31, 2017 8:39 AM  
**To:** Billings, Christine <(b)(6)>  
**Subject:** Immigration questions regarding the recent Executive Order

Good morning,

I wanted to reach out to you before you are confronted with these questions which I am sure you have been already! We have been given the number below for our carriers to use with questions regarding the temporary visa ban on citizens from the 7 countries listed in the EO issued by President Trump last week. Our understanding is that this is a 24/7 number so please feel free to use it as necessary.

Let me know if you have any questions.

**DHS National Joint Information Center (NJIC), contact info is as follows: 202 282 8900.**

Christine Billings  
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(b)(6)