



**Civil Aviation Authority  
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**PRESS RELEASE**

**Launching of new VOIP IVR at Benazir Bhutto International  
Airport Islamabad**

**Islamabad:** Pakistan Civil Aviation Authority is striving to provide better facilities and information to passengers at Benazir Bhutto International Airport (BBIAP) Islamabad. In this regard, new VOIP IVR is being launched today, which will provide automated, updated and real time flights information over telephone.

This system will allow passengers to obtain the flight information they are searching for without speaking to a human agent. VOIP IVR will help passengers to save precious time, avoiding the hassle of waiting for their calls to be attended.

This system will be accessible to general public on CAA helpline number 114 from 1<sup>st</sup> September 2015.

**(FARIHA TAHIR SHAH)**  
JOINT DIRECTOR PR