

## Delta Amends Various International Baggage Fees for Transatlantic and Transpacific Travel

Delta Air Lines is amending various international baggage fees for both transatlantic and transpacific travel. The amendments apply for tickets issued on or after March 12, 2012, and for travel on or after March 12, 2012. Details of the changes are outlined below.

### Transatlantic Travel

Delta is amending its checked baggage fee structure for tickets issued on or after March 12, 2012, and for travel on or after March 12, 2012. The changes will affect travel between the Western Hemisphere\* and Europe, and travel between the Western Hemisphere\* and North Africa.



### Key Changes:

- Decrease in second checked bag fee in coach from 75 EUR to 70 EUR
- Increase in third through tenth bag fee from 200 USD to 285 USD
- Increase in overweight fee from 75 USD to 100 USD; and decrease the Euro amount from 75 EUR to 70 EUR

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### Transpacific Travel

Delta is amending its checked baggage fee structure in the coach cabin for tickets issued on or after March 12, 2012, and for travel on or after March 12, 2012. The fees will affect travel between the Western Hemisphere\* and US Pacific Trust Territories.

### Key Change:

- Add second checked bag fee of 75 USD

\*Except Brazil

## Continued Delta Amends Various International Baggage Fees for Transatlantic and Transpacific Travel

For travel between Western Hemisphere* and Europe & N. Africa	Tickets issued on or after March 12, 2012			Tickets issued through March 11, 2012		
	USD	CAD	EUR	USD	CAD	EUR
1st checked bag	Free	Free	Free	Free	Free	Free
2nd checked bag – Business cabin	Free	Free	Free	Free	Free	Free
2nd checked bag – Coach cabin	100	100	70	100	100	75
3rd through 10th bag	285	285	200	200	200	200
Overweight bag (51-70 lbs)	100	100	70	75	75	75
Oversize bag (63 - 80in)	300	300	210	175	175	175
Oversize bag (81-100in)	300	300	210	300	300	300
Media baggage – (3rd through 25th bag)	70	70	50	50	50	50
Specialty baggage – Surfboard/Bike, Scuba	150	150	105	150	150	150

For travel between Western Hemisphere* and the U.S. Pacific Trust Territories	Tickets issued on or after March 12, 2012		Tickets issued through March 11, 2012	
	USD	CAD	USD	CAD
1st checked bag – Business/Coach	Free	Free	Free	Free
2nd checked bag – Business cabin	Free	Free	Free	Free
2nd checked bag – Coach cabin	75	75	Free	Free

The highlights of the policy changes including effective dates, fee changes and applicable travel areas are noted in the chart below. Fees in bold reflect a change.

Additional restrictions or exceptions may apply. For details and specifics on baggage items, and to view all information on baggage rules to/from other areas, please see [delta.com](http://delta.com).

### Resources

For complete Delta baggage information, please visit [delta.com](http://delta.com).

For complete Air France baggage information, visit [airfrance.com](http://airfrance.com).

For complete KLM baggage information, visit [klm.com](http://klm.com).

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## Delta Introduces Basic Economy Fares and “TripExtras”

Delta Air Lines is introducing a new Basic Economy fare product for domestic travel on Delta flights between Detroit (DTW) and the following cities in Florida:

Detroit (DTW) to/from:

- Orlando (MCO)
- Ft. Myers (RSW)
- Ft. Lauderdale (FLL)
- Tampa (TPA)

Basic Economy may be expanded to other markets in the future as determined by Delta.

As of March 13, 2012, Delta began offering customers the ability to customize their flight experience through the purchase of “Trip Extras” which are available for purchase on Basic Economy and other Delta fares in select domestic markets.

### Basic Economy

The Basic Economy product is designed to offer consumer choice and customized to the individual’s travel experience. The product is ideal for travelers who seek the lowest fare option, do not intend to make changes and do not consider seat choice an important part of their travel experience. Customers who prefer selecting seats and having flexibility in travel should consider fare options other than Basic Economy.





Flight	Class	Fare
DL 1405	Economy	\$272.35
DL 1405	First/Business	\$1,979.00
DL 1405	Basic Economy	\$257.00
DL 2020	Economy	\$272.35
DL 2020	First/Business	\$1,220.00
DL 2020	Basic Economy	NOT AVAILABLE

### Basic Economy Fare Highlights:

- Are identifiable by class of service “E”
- Will be published and available via GDS
- Voluntary changes will not be permitted
- Are non-refundable (except due to involuntary cases, such as irregular operations)
- Are combinable only with other Basic Economy fares
  - Itinerary must be all E class segments or no E class segments
  - E class interline combinations are not permitted
- Advance seat assignments are not permitted. Seats will be assigned by Delta at the time of customer check-in, and once assigned, no changes will be allowed.

Note: Same Day Confirmed, schedule changes, irregular operations, baggage handling and all other processes are treated the same for Basic Economy fares as they are for any other fare type purchased.

## Delta Introduces Basic Economy Fares and “TripExtras”

Passenger	Trip Extras		
\$0.00 (USD)	 <b>DELTA 24 HOUR WI-FI PASS</b> 24 hours of unlimited Internet on all Gogo® equipped Delta flights. <a href="#">Details.</a> PHX to <b>ATL</b> <input type="checkbox"/> \$12.00 (USD)	<b>PB</b> <b>PRIORITY BOARDING</b> Be among the first to board, stow bags and get comfortable. <a href="#">Details.</a> PHX to <b>ATL</b> <input type="checkbox"/> \$9.00 (USD)	<b>PB +</b>  <b>Combine &amp; Save ASCEND</b> Bundle Priority Boarding with a Delta 24 Hour Wi-Fi Pass and save. <a href="#">Details.</a> PHX to <b>ATL</b> <input type="checkbox"/> \$19.00 (USD)
	 <b>MILEAGE BOOSTER™</b>		<b>PB +</b>  <b>Combine &amp; Save LIFT</b>

### Trip Extras

When purchasing a Delta fare, customers traveling on select domestic flights are able to customize their flight experience through the purchase of various add-on products called “Trip Extras.”

Trip Extras will be available to purchase for any fare type primarily via delta.com and include the following:

- Mileage Booster™ - purchase of SkyMiles® miles in increments of 1,000 and up to 3,000 miles (must have valid SkyMiles number)
- Delta 24 Hour Wi-Fi Pass
  - 24 hours of unlimited Internet on all GoGo®-equipped Delta flights
- Priority Boarding
  - Available for purchase for purchase through delta.com, online check in, and kiosks in select markets
  - Valid only for early boarding on the Delta or Delta Connection flight for which it was purchased
- “Lift” package – includes Priority Boarding and Mileage Booster – 1,000 miles
- “Ascend” package – includes Priority Boarding and Delta 24 Hour Wi-Fi Pass

Note: Select Trip Extras may be limited to single passenger PNRs (Delta 24 Hour Wi-Fi Pass, Priority Boarding, Lift package and Ascend Package) Trip Extras are not changeable and non-refundable except for involuntary reasons Priority Boarding will be available via kiosk and online check-in; Mileage Booster will also be sold via online check-in Mileage Booster™, Delta 24 Hour Wi-Fi Pass, Priority Boarding, Lift package and Ascend Package will be sold on delta.com (Booking, Award ticket and My Trips)

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American Airlines extended this great promotion so now you have even more time to earn more bonus miles and more elite qualifying miles! Just book round-trip travel and fly on American Airlines between Los Angeles or San Francisco and Chicago O'Hare or Dallas/Fort Worth as well as between Orange County and Chicago O'Hare\* now through June 30, 2012. This offer allows you to qualify or re-qualify for AAdvantage Gold®, AAdvantage Platinum® or AAdvantage Executive Platinum® status faster than ever.

To earn double flight miles AND double-elite qualifying miles, simply:

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[www.twitter.com/tsiusa](http://www.twitter.com/tsiusa)



Southwest Airlines and its wholly owned subsidiary AirTran Airways have received approval by the Federal Aviation Administration (FAA) for a Single Operating Certificate (SOC), marking a key milestone in the integration of our two airlines. The process of a full integration of the AirTran Airways fleet into the Southwest Airlines fleet (i.e., paint scheme and interior configuration) is not complete and the transition to a single ticketing system is a large and complex process that will take several years.

“While this is an important milestone and one that we are extremely proud to achieve, as a practical matter, most Employees and Customers will see little or no immediate difference in the two airlines’ flight operations, as allowed by having both carriers named on the Single Operating Certificate,” said Mike Van de Ven, Chief Operating Officer at Southwest Airlines. “This will enable us to continue our integration in a coordinated and thoughtful manner while our Customers will continue to receive the highest level of service and Safety they have come to expect from both carriers.”

### AIRTRAN INTERNATIONAL SERVICE

Southwest Airlines and its wholly owned subsidiary AirTran Airways have received route authority approval from the U.S. Department of Transportation (DOT) for AirTran to operate international flights to new destinations in Mexico beginning as early as May 24, 2012. To support the new international flights out of Orange County’s John Wayne International Airport, a market AirTran does not currently serve, AirTran will add domestic service between San Francisco and Orange County with one daily roundtrip flight, and one daily roundtrip flight between Las Vegas and Orange County, beginning June 3, 2012.



AirTran will also operate new domestic roundtrip service between Houston Hobby and San Antonio and between Houston Hobby and Austin to support the international flying. The new service between Houston and San Antonio begins May 24, 2012, and the new service between Houston and Austin begins May 25, 2012. Both of these roundtrips are scheduled to operate through the end of the current flight schedule (which is Sept. 28, 2012).

### AirTran new service, beginning May 24, 2012 (open for sale):

- Four weekly roundtrip flights between San Antonio and Cancun
- One daily roundtrip flight between San Antonio and Mexico City
- AirTran new service beginning June 3, 2012
- One daily roundtrip flight between Orange County and Cabo San Lucas/ San Jose del Cabo
- One daily roundtrip flight between Orange County and Mexico City

### AirTran new service between Denver and Cancun:

- Daily roundtrip service starting April 16, 2012, through July 7, 2012
- Tuesday, Thursday, Saturday, and Sunday service starting July 8, 2012, through Aug. 12, 2012
- Saturday and Sunday service starting Aug. 13, 2012, through the end of the schedule (currently Sept. 28, 2012)

## Continued Southwest Airlines

### AirTran new service between Austin and Cancun:

- Monday, Wednesday, Friday, and Sunday roundtrip flights starting May 25, 2012, through Aug. 31, 2012
- Wednesday, Friday, and Sunday roundtrip flights starting Sept. 1, 2012, through the end of the schedule (currently Sept. 28, 2012)

### Atlanta Service

Southwest Airlines now serves Atlanta! We began service to Hartsfield-Jackson Atlanta International Airport (ATL) with an initial schedule of 15 daily nonstop departures to five destinations: Baltimore/Washington, Chicago Midway, Denver, Houston Hobby, and Austin, Texas! Currently, we are operating nonstop service to Austin, Baltimore, Denver, Houston, and Chicago, with the following service:

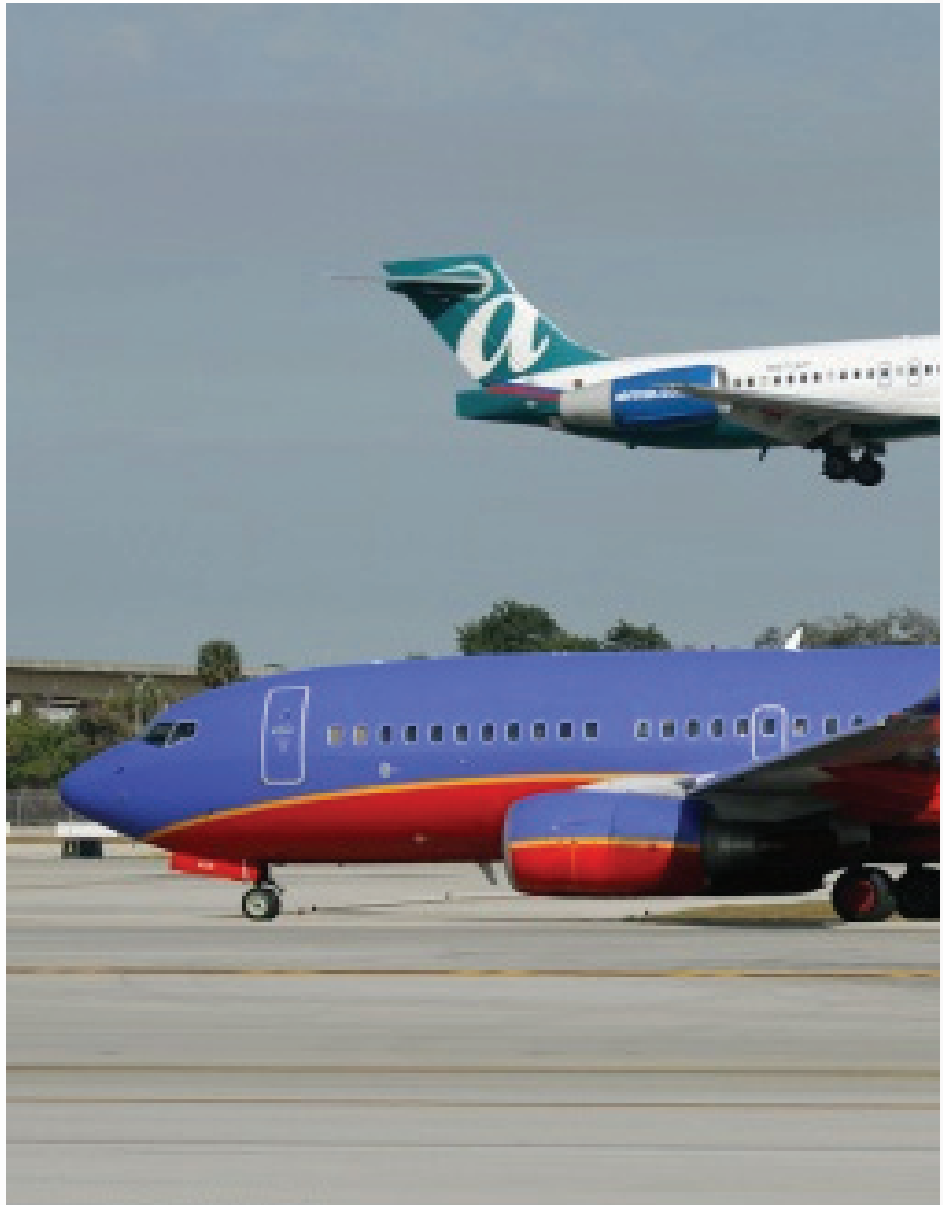
- ATL-PHX- one daily nonstop roundtrip
- ATL-LAS- one daily nonstop roundtrip

### Beginning June 10, 2012:

- ATL-LAX- one daily nonstop roundtrip

### Beginning August 12, 2012:

- ATL-SDF- 3 daily nonstop roundtrips
- ATL-ORF- 3 daily nonstop roundtrips
- ATL-SEA- 1 daily nonstop roundtrip



## Per Diems Increase Slightly As Business Travel Continues Rebound

Source: Business Travel News, by Chris Davis



The 2012 edition of the Business Travel News Corporate Travel Index, an annual effort to establish business travel per diems for 200 cities around the world, illustrates the tentative recovery experienced in 2011 by the industry.

Hotel and food prices throughout all global regions generally rose when compared to 2010 levels, but the magnitude of those

## Continued Per Diems Increase Slightly As Business Travel Continues Rebound



increases varied by cost segment and region. To that end, BTN for the first time separated its roster of Corporate Travel Index cities outside the United States into three regions—the Americas (excluding the United States); Europe, the Middle East and Africa; and Asia/Pacific.

This orientation reflects the operational geographical divisions used by many global companies and facilitates closer comparisons of business travel prices in specific regions. In addition to the regional tables, data for all 100 non-U.S. cities.

All per diems are based on hotel prices paid by BCD Travel corporate clients and food cost benchmarks supplied by consulting firm Mercer Inc; U.S. per diems also include car rental prices paid by BCD corporate clients, while non-U.S. per diems include miscellaneous costs calculated by Mercer.

For the first time in several years, the 2012 edition of the Corporate Travel Index contains neither major methodological changes from the previous year nor any changes to its roster of 200 cities, enabling more precise analysis of year-over-year changes to travel price data. Such data shows an aggregate year-over-year increase of 4.1 percent in total per diem costs outside the United States—5.3 percent in Asia/Pacific; 4.6 percent in the Americas region (excluding U.S.); and 3.7 percent in Europe, the Middle East and Africa.

Inside the United States, the average total per diem cost rose by a more modest 0.9 percent, a figure affected by a 2.9 percent decline in the daily cost of a car rental, a cost category not included in Corporate Travel Index per diems outside the United States. Total per diems as listed in this Corporate Travel Index are \$287.76 in the United States and an average of \$366 elsewhere—\$389 in Europe, the Middle East and Africa; \$359 in Asia/Pacific; and \$303 in the Americas.

### Average Per Diems

#### United States

Hotel	Car	Food	Total	Annual Change
\$149.16	\$50.96	\$87.64	\$287.76	0.9%

#### Non-U.S.

Hotel	Miscellaneous	Food	Total	Annual Change
\$203	\$22	\$141	\$366	4.1%



## American Airlines Restructuring News



As American continues to make progress in its restructuring and enters a new phase of addressing its cost structure, I would like to address some of the developments you will no doubt hear and read about in the headlines and share what you can expect over the next few months. Our plans for the future are intently focused on our customers.

**The Process:** We have made very good progress over the past few months on restructuring the balance sheet, aircraft leases and by grounding older inefficient aircraft in anticipation of new aircraft deliveries. We are improving supplier contract terms and shedding surplus facilities. We have already reduced the top leadership team in size by nearly 30 percent. When these steps are completed, our costs are expected to be reduced by hundreds of millions of dollars as part of the plan to make our company profitable. The next phase of the process is the point at which we must achieve competitiveness and flexibility associated with all of our employee related costs. This will require changes in the way we do business.

**Labor:** It is important to us to reach consensual agreements with our labor unions, and we remain committed to meeting with our unions at any time in a good faith effort to resolve any differences we have in a mutually agreeable manner. However, as part of the restructuring process and to ensure that we emerge as quickly as possible, earlier this week we filed a motion with the Court seeking authority to reject our collective bargaining agreements and implement labor terms necessary for a successful reorganization. Many other airlines that preceded us through reorganization employed this same process. That does not alter our preference for a negotiated solution to any open issues with our unions.

As we move forward, we continue to work collaboratively with our unions while also pursuing the Section 1113 process. It is important to remember that our ongoing negotiations with our unions resulted in a new option through which we are now proposing to freeze, rather than terminate, pension plans covering most of our unionized employees. This was a very positive step in resolving one of the biggest restructuring items. We continue to work for the best outcome for the greatest number of our people.

**Business Plan:** In addition, as we transform our company, we are working closely with the unsecured creditors committee to ensure we are investing in products and services, such as Main Cabin Extra, that will enhance the customer experience as well as stress-testing our business plan. This is a very competitive business as you know, and the publicly released details of our business plan are intentionally high level and do not present a complete picture for our competitors or others speculating to make informed judgments.

**Exclusivity Extension:** Last week the Court approved our request to extend the exclusivity period during which no other entity may propose a reorganization plan through September 28, 2012. The extension will allow us to continue focusing on preserving and enhancing our ongoing value and restructuring our obligations to achieve a successful restructuring as quickly as possible.

**Operations:** Importantly, the restructuring process allows customers to remain confident in safe and reliable operations. In fact, American's combined January and February 2012 on-time results were the best in twenty-five years and customers are noticing our enhanced customer service.

## Continued American Airlines Restructuring News

### American Airlines

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E-Mail: [Derek.DeCross@aa.com](mailto:Derek.DeCross@aa.com)

**Fleet Renewal:** We continue to bring new aircraft into the fleet. By the end of this year, we will have more Boeing 737-800s in our fleet than MD-80s. The Boeing 777-300, with its fully lie-flat seats and 100% aisle-access in first and business class, Wi-Fi throughout the aircraft, and state-of-the-art entertainment options, is scheduled for delivery late this year and will debut on our New York – London service in the first quarter of 2013 and on our New York – Brazil service by the second quarter of 2013. In the fourth quarter of 2014, we plan to accept delivery on the Boeing 787 Dreamliners, which will also enhance our international flying experience.

**Network:** We continue to enhance our own network and strengthen it through our partners. American will add an additional Dallas/Fort Worth – London flight and launch New York – Tokyo Haneda service in June. Our East Coast customers also have the option of flying on Japan Airlines' New York – Tokyo Narita service, making oneworld the only alliance to offer service from New York to both Haneda and Narita airports in Tokyo. We have also begun codesharing with Cathay Pacific on its Chicago to Hong Kong route, offering our customers a new travel option. Qantas will go to daily flights on its Dallas/Fort Worth to Sydney service as a result of our partnership, and we have implemented codesharing on Hainan Airlines to offer more destinations in China. We will also add additional flights between Los Angeles and Boston, Nashville, Honolulu, Maui, and Toronto this summer, further growing our presence in Los Angeles.

Our partner, British Airways, will also add an additional flight between London and New York, bringing our combined schedule to 17 flights per day, on average, in June. Through Open Skies, we are the only U.S. airline able to offer our customers service from both JFK and EWR to Paris. In addition, airberlin has now joined oneworld, allowing us to offer our customers many new destinations throughout Europe.

**Product and Service Investment:** Recently, we announced plans to introduce Main Cabin Extra, with four to six more inches of legroom and priority boarding. This product announcement reflects our commitment to provide a world-class travel experience. Our plan also calls for the expansion of Inflight Wi-Fi capability to our entire domestic narrowbody fleet – that's more than 400 aircraft.

Our transcontinental service continues to reflect our long-standing commitment to these flights. Late last year, we also became the first domestic airline to introduce branded tablets for inflight entertainment with the launch of the Samsung Galaxy 10.1 Tab for premium class customers on transcontinental flights flown with a Boeing 767-200. We continue to offer the most transcontinental flights from New York JFK. Our newest transcontinental flight, Washington Reagan National – Los Angeles, begins June 14.

Our goal is to complete a successful restructuring and return to a position of profitability and growth as quickly and efficiently as possible. Along with our financial improvement comes our continued investment in industry-leading products and services that are all focused on greatly enhancing the customer experience.

All of us on the American team appreciate your loyalty and business, and we look forward to our continued relationship. Our future is bright and exciting for customers!