

The table below provides an overview of the recent airline pricing/policy changes:

Airline	Paper Ticket Fee Policy Changes	Non-Refundable Ticket Policy Changes	Stand By Policy	Miscellaneous
<p><b>Air Canada</b></p>		<p>Effective Sept. 6, 2002 (for travel on or after Oct. 1) non-refundable tickets with wholly North American itineraries must be traveled as ticketed or the customer must contact their travel agent or Air Canada prior to departure to make changes and pay the applicable adcol and/or change fee.</p> <ul style="list-style-type: none"> <li>• No show of any portion of the journey will result in the remainder of the ticket becoming null and void for travel.</li> </ul> <p><i>Applies to:</i></p> <ul style="list-style-type: none"> <li>• 014 issued tickets</li> <li>• non refundable tickets</li> <li>• wholly North American itineraries (Canada &amp; USA, including Hawaii)</li> <li>• travel on Air Canada &amp; Air Canada Jazz</li> <li>• tickets issued on/after Sept. 6, for travel on/after Oct. 1</li> </ul> <p><i>Does not apply to:</i></p> <ul style="list-style-type: none"> <li>• International itineraries</li> <li>• refundable tickets</li> <li>• tickets issued on/before Sept. 5 (regardless of travel date)</li> <li>• travel on/before Sept. 30 (regardless of ticket issue date)</li> </ul>	<p>There are no changes to the current same day standby policy or current change fee amounts.</p>	

<b>Alaska Airlines</b>	<ul style="list-style-type: none"> <li>• \$20 fee applies to all e-ticket eligible transactions.</li> </ul>	<ul style="list-style-type: none"> <li>• \$50 change fee applies if there is an N in the fare basis code.</li> </ul>	<ul style="list-style-type: none"> <li>• Standby is allowed at no charge if the same fare is available.</li> </ul>	
<b>America West</b>	<p><b>Update:</b> Effective: For tickets purchased on or after Feb. 10, 2003</p> <ul style="list-style-type: none"> <li>• \$25 for each paper ticket issued by travel agents.</li> <li>• \$35 for each paper ticket issued by designated Internet travel providers (including telephone transactions).</li> <li>• \$35 USD for each paper ticket issued at bulk/off-tariff prices (applies only to bulk/off-tariff tickets issued within the United States).</li> <li>• Applies to all America West Airlines and America West Express tickets when the itinerary allows electronic ticketing.</li> <li>• Applies to paper tickets issued within the United States and Canada for new ticket purchases and tickets being reissued for a voluntary change of itinerary when the travel itinerary qualifies for electronic ticketing.</li> </ul>			
<b>American Airlines</b>	<p>Effective: For tickets purchased on or after Aug. 30</p> <ul style="list-style-type: none"> <li>• \$25 for all paper tickets</li> </ul>	<p>Effective: For tickets purchased on or after Aug. 30, 2002, for travel on or after Oct. 1, 2002.</p>	<p>AA will not implement \$100 standby fee.</p>	<p>Corporate Discounts Effective: Immediately</p> <ul style="list-style-type: none"> <li>• Corporate discounts</li> </ul>

	<p>issued from the United States and Canada points of sale including travel agencies.</p> <ul style="list-style-type: none"> <li>• Applies to all e-ticket eligible transactions including agency issued tickets.</li> <li>• This fee will apply to original and reissued tickets, and to e-tickets that are subsequently issued to paper.</li> </ul>	<ul style="list-style-type: none"> <li>• Changes for non-refundable tickets for travel in the 50 United States and Canada will still be allowed.</li> <li>• The change must be made on or before the departure date of each ticketed flight segment.</li> <li>• The ticket change fee for these tickets remains the same. After the departure date, the ticket will have no value.</li> </ul> <p>Effective for travel on/after Oct. 1, 2002</p> <ul style="list-style-type: none"> <li>• Changes must be made and the ticket reissued by 11:59 p.m. on the ticketed day of departure or the ticket has no remaining value.</li> <li>• This now applies to all transatlantic, transpacific, Mexico, Central America and South America non-refundable fares for travel originating in the U.S. only.</li> <li>• It also applies to Caribbean/Puerto Rico/USVI non-refundable fares originating in either direction</li> </ul>		<p>will no longer be applied to Q, V, N and L fare classes</p> <ul style="list-style-type: none"> <li>• Applies to all United States and Canada point of sale corporate contracts for domestic and international travel.</li> </ul>
<p><b>Continental Airlines</b></p>	<p>Effective: For tickets purchased on or after October 7, 2002.</p> <ul style="list-style-type: none"> <li>• \$25 fee is being charged for all domestic paper tickets from all points of sale including travel agencies.</li> <li>• Applies to all tickets issued to paper from the United States, Puerto Rico, the U.S. Virgin Islands <b>and Canada</b>, for travel <b>to any destination</b>.</li> <li>• Fee will apply to original and</li> </ul>	<p>Effective: Oct. 1, 2002</p> <ul style="list-style-type: none"> <li>• Some non-refundables have no on-going value, if the passenger fails to show for his/her original flight for any reason.</li> <li>• These non-refundable tickets may be changed in advance of either departure or return date, but all rules will apply to change.</li> </ul> <p>Some non-refundable fares do not have the "use-it-or-lose-it" policy.</p>	<p>CO will not charge a \$100 standby fee.</p>	

	<p>reissued tickets.</p> <ul style="list-style-type: none"> <li>• <b>Fee will apply to nearly every ticket type-- including group, consolidators, military and government.</b></li> <li>• Fee will not apply to any itinerary that is not e-ticket eligible.</li> </ul>	<ul style="list-style-type: none"> <li>• These fares allow for travelers to rebook for a \$100 fee even if the itinerary is not cancelled in advance.</li> <li>• An advance purchase restriction of up to 14-days applies.</li> </ul> <p>Effective: For tickets issued on/after Sept. 23, 2002 for travel on/after Oct. 1, 2002 originating in the US to Europe, Latin American, Caribbean and Mexico all fare rules and restrictions must be strictly adhered to.</p> <ul style="list-style-type: none"> <li>• Changes may be made up to and on the DATE of departure, including after departure TIME. The ticket has no value if changes are not made prior to ticketed flight DATE. (penalties and add collect for changes may apply in accordance with the fare rules)</li> <li>• Non-refundable tickets are governed by the fare rules. The fare rules govern ticket validity period. Non-refundable tickets are no longer valid for one year, since the fare rules limit the period of validity to the scheduled departure date on the ticket.</li> <li>• Non-refundable tickets issued prior to August 31 will be honored according to the fare rules in effect at time of ticketing.</li> </ul>		
<p><b>Delta Airlines</b></p>	<p>Effective: For tickets purchased on or after Sept. 5</p> <ul style="list-style-type: none"> <li>• \$20 fee for each paper ticket</li> </ul>	<p><b>Update:</b> Effective: For tickets purchased on or after Sept. 5, 2002, for travel beginning March 1, 2003</p>	<p><b>Update:</b> Effective March 1: Due to the \$25 flight change fee policy, Delta, Delta Express and Delta Connection no longer offer</p>	<p>Ticket Validity</p> <ul style="list-style-type: none"> <li>• Most tickets are valid for one year. This</li> </ul>

	<p>requested for all e-ticket eligible itineraries.</p> <ul style="list-style-type: none"> <li>• Applies to all customers, regardless of SkyMiles status or the type of fare purchased.</li> <li>• Fee will be charged via all ticketing channels</li> <li>• Fee will be charged to tickets including those originally issued, reissued or converted by a travel agent.</li> <li>• Fee applies for travel on Delta, Delta Connection, Delta Express, and Delta Shuttle Flights.</li> </ul>	<ul style="list-style-type: none"> <li>• Delta will charge a \$25 fee to change flights on the same day of travel for most restricted fares.</li> <li>• Customers will have confirmed seating for different flights, including connecting flights, on the same day of travel as their originally ticketed flight.</li> <li>• Customers may request a confirmed seat within three hours of requested flight.</li> <li>• The \$25 fee will be waived for SkyMiles Platinum and Gold Medallion members.</li> <li>• Changes made more than three hours prior to preferred flight will still incur a \$100 fee (\$50 for Delta Express) for a confirmed seat, plus any applicable fare differences.</li> <li>• Policy applies to travel within the 50 States, Puerto Rico, the U.S Virgin Islands and Canada on Delta, Delta Express and Delta Connection.</li> </ul>	<p>stand by.</p> <ul style="list-style-type: none"> <li>• Delta Shuttle will allow standby travel at no fee on any unrestricted fare, or when changing to an off-peak flight.</li> <li>• Delta Shuttle passengers will be charged \$100 for a confirmed seat when traveling on restricted ticket, and changing from an off-peak flight to a peak flight.</li> </ul>	<p>policy applies only to Delta Air Lines issued (006) documents.</p> <ul style="list-style-type: none"> <li>• Exceptions: The validity for tickets issued against marketing promotional upgrades and discount certificates are valid for the period specified on the certificate. Tickets issued against free Frequent Flyer/SkyMiles awards are valid for: <ul style="list-style-type: none"> <li>• One year from the date of issue for domestic travel</li> <li>• One year from the date the travel commences at point of origin on original ticket unless specified otherwise in Not Valid After box on ticket for international travel.</li> </ul> </li> </ul>
<p><b>Midwest Express/Skyways Airlines/Midwest Express Connection</b></p>	<p>Effective: Dec.4, 2002</p> <ul style="list-style-type: none"> <li>• \$20 fee for paper tickets, including tickets issued by agents, when an e-ticket is available.</li> </ul>	<p>Effective for tickets purchased on or after March 1, 2003:</p> <ul style="list-style-type: none"> <li>• \$100 administration fee will be charged for changing non-refundable tickets.</li> </ul>		<p>Effective: Dec.4, 2002</p> <ul style="list-style-type: none"> <li>• \$80 lost ticket fee</li> <li>• Reduced to \$40 if ticket is found within 60 days.</li> <li>• \$40 one-way charge for unaccompanied children ages 5 -11</li> <li>• \$75 one-way charge for pets</li> </ul>
<p><b>Northwest/KLM Airlines</b></p>	<p>Effective: Sept. 4, 2002</p> <ul style="list-style-type: none"> <li>• \$25 fee for paper tickets issued in the US, Canada</li> </ul>	<p>Effective: For tickets issued on or after Sept. 5, 2002, for travel on or after Oct. 1, 2002.</p>	<p>As of Sept. 5, 2002, Passengers on domestic fares may standby for Northwest and Northwest Airlink operated flights on the</p>	

	<p>and the Caribbean.</p> <ul style="list-style-type: none"> <li>• Applies to all fares for travel in North America where electronic ticketing is available.</li> <li>• Applies to tickets purchased through travel agencies, online agencies or Northwest Airlines</li> </ul>	<ul style="list-style-type: none"> <li>• Northwest will continue to allow changes to non-refundable tickets for travel worldwide.</li> <li>• The changes must now be made on or before the departure time of each ticketed flight segment for the ticket to hold its value.</li> <li>• Changes requested after the departure of the originally ticketed flight are not permitted and the ticket will no longer hold any value.</li> <li>• The ticket does not have to be reissued unless new reservations are made. If no future travel plans are made, the ticket retains its value until the original travel date.</li> <li>• Applies to all domestic and international non-refundable fare types except Northwest Biz Flex fares (-BIZ and -BZ fares).</li> <li>• Transoceanic travel that originates outside of the U.S. will not be affected by this change.</li> <li>• Change Penalties: Change fee increased from \$150 to \$200 for non-refundable fares and penalty fares from the US to Europe, Africa and the Middle East.</li> <li>• Fares with a cancellation fee have been changed to \$200.</li> <li>• All other terms in the penalty section remains the same.</li> </ul>	<p>same day as originally ticketed at no charge.</p> <ul style="list-style-type: none"> <li>• Standby is not permitted on transoceanic travel.</li> </ul>	
<p><b>United Airlines</b></p>	<p>Effective: For tickets purchased on or after Sept. 1</p> <ul style="list-style-type: none"> <li>• A \$20 fee to use paper tickets when an e-ticket could have been issued in the United States, U.S.</li> </ul>	<p>Effective: For tickets purchased on or after Sept. 6, 2002.</p> <ul style="list-style-type: none"> <li>• Effective worldwide for travel originating in the United States, Puerto Rico, U.S. Virgin Islands or Canada on or after Oct. 1,</li> </ul>	<ul style="list-style-type: none"> <li>• UA will not implement \$100 standby fee.</li> </ul>	<p>Effective: Aug. 28, 2002</p> <p>United will no longer allow waivers on fare rules, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Advance purchase;</li> </ul>

	<p>Virgin Islands and Puerto Rico.</p> <ul style="list-style-type: none"> <li>• Applies to agency-issued tickets, and includes tickets for all classes of service.</li> </ul>	<p>2002, any changes to nonrefundable tickets must be made on or before the departure date of each ticketed flight segment. The current change fee for these tickets remains the same. After the departure date, the ticket will have no value for travel or exchange.</p> <ul style="list-style-type: none"> <li>• At the time a change is made to any ticket, any applicable service fees and/or additional collections will be collected and the ticket reissued.</li> <li>• <b>Note:</b> Certain high-level non-refundable fares will retain the ability to make changes after the ticketed date of departure - these include: ME101N and ME141N</li> </ul>		<ul style="list-style-type: none"> <li>• Ticketing time limits;</li> <li>• Minimum/maximum stay requirements;</li> <li>• Refunding of non-refundable tickets;</li> <li>• Administrative service charges;</li> <li>• Other requirements and tariff rules.</li> </ul> <p>United will no longer be granting Fare Rule Waivers on any fare. This applies to North America and all International markets.</p>
<b>US Airways</b>	<p>Effective: For tickets purchased on or after Aug. 27</p> <ul style="list-style-type: none"> <li>• \$25 fee for each paper ticket requested for all e-ticket eligible itineraries.</li> <li>• Applies to tickets purchased through US Airways only.</li> </ul>	<p>Effective: For all non-refundable tickets purchased on or after Aug. 27, 2002</p> <ul style="list-style-type: none"> <li>• Non-refundable tickets not used on the specific flight or changed beforehand will have no value.</li> </ul> <p>Here are the details:</p> <ul style="list-style-type: none"> <li>• Applies to non-refundable fares for all US Airways domestic, Caribbean, U.S. to and from Canada, and U.S. to Europe destinations.</li> <li>• Non-refundable tickets must be used for that specifically ticketed flight and will have no value once the flight has departed.</li> <li>• Changes may be made to the non-refundable itineraries before scheduled departure -- subject to certain restrictions and fees.</li> </ul>	<p>Effective Dec. 18, 2002:</p> <ul style="list-style-type: none"> <li>• Customers purchasing nonrefundable tickets can stand by for alternate flights by purchasing a standby coupon. If permitted by fare rule, customers may stand by on the originally scheduled travel date.</li> <li>• Customers must purchase a standby coupon for a non-refundable fee of \$25 for domestic and U.S-Canada travel.</li> <li>• New itineraries cannot be confirmed more than four hours prior to departure.</li> <li>• Confirmation must be completed at the airport.</li> <li>• Customers who already purchased US Airways \$100 standby coupons under the</li> </ul>	<p>Effective: Immediately</p> <ul style="list-style-type: none"> <li>• US Airways will no longer offer corporate discounts for fares booked in the non-refundable H, K, and V fare classes.</li> <li>• Customers ticketed on non-refundable fares will continue to earn full Dividend Miles credit.</li> <li>• Effective for travel Jan. 1, 2003 and beyond, miles and segments earned on most non-refundable fares <b>will</b> count toward Dividend Miles Chairman's Preferred, Gold Preferred and</li> </ul>

		<p>Effective Sept. 11, 2002</p> <ul style="list-style-type: none"><li>• A new non-refundable business fare in select markets with the suffix "NZ" is available.</li><li>• This fare will have a validity of one year and, if unused, may be put toward another fare, minus any applicable change fee.</li></ul>	<p>previous fee structure can exchange the coupons for four \$25 vouchers.</p> <ul style="list-style-type: none"><li>• Nonrefundable tickets issued prior to August 27, 2002 may permit standby at no charge according to the fare rule.</li><li>• Same-day standby will continue to cost \$100 for the US Airways Shuttle, Europe and Caribbean service.</li></ul>	<p>Silver Preferred status.</p>