



**ASSOCIATION OF FLIGHT ATTENDANTS - CWA, AFL-CIO**  
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February 5, 2007

Charlie Ahmes, Vice President Onboard Service  
United Airlines  
P.O. Box 66100  
Chicago, IL 60666

VIA FAX & US MAIL

Dear Charlie:

Moving the new United Airlines forward requires everyone's full support. In numerous correspondence and discussion with management we have advocated for creative and innovative solutions to the problems at our Company associated with Flight Attendants traveling to and from work.

The lack of action on the part of United Airlines, while the rest of the industry moves forward and implements reciprocal agreements places our Company at a competitive disadvantage. Further, the total disregard for the realities of today's commuting workforce is being perceived as an insult to the dedicated professionals who commute to and from work; the conclusion is that management is viewed as punitive and at a minimum disparate.

Simply stated since we originally brought this issue to the attention of United Airlines, the industry has moved forward and now there is a standard of Reciprocal Cabin Seat Agreements. This new industry standard provides for a mutually beneficial solution to the issues we have identified and has a proven track record. Importantly, it is critically important that management recognizes the realities of today's commuting Flight Attendant workforce and the ever increasing need for enhancements to Worldwide travel benefits. This is a vital, important and necessary step in the right direction.

While, there have been numerous discussions here at United Airlines, and while United has yet to respond to our advocacy, letters and petitions on this important Flight Attendant issue continue to demand a response. In fact, Flight Attendants are increasing disappointed by the lack of action on the part of senior management with regard to our advocacy for Reciprocal Cabin Seat Agreements.

The straightforward facts are as follows:

- Reciprocal Cabin Seat Agreements provide an additional resource to enhance the safety of flight
- United Airlines employs more than 15,000 Flight Attendants residing in every U.S. state and in many countries around the world

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- Over 3,000 United Flight Attendants have signed petitions in support of Reciprocal Cabin Seat Agreements
  - More than 50% of United Flight Attendant commute to and from work by air, they live outside the city/state/country in which they are based
  - Reducing hassles for Flight Attendants and their commutes related to work will benefit our airline as more employees will have the ability to focus on the success of our Company rather than expending time, energy and compensation on getting to and from work
- The airlines who expressed definitive interest in Reciprocal Agreements with United Airlines:
    - JetBlue, Air Wisconsin, ATA, Aloha, PSA, Air Tran, Spirit and Piedmont
      - In total this provides an additional 2100 daily flights to 225 destinations that would ease the burden of commuting

When American, American Eagle and Southwest Airlines announced the first large scale test of Flight Attendant Reciprocal Cabin Seat Agreements in the aviation industry on November 15, 2005 they were truly industry leading. The program was deemed so successful that on May 8, 2006 the travel privilege moved from a trial basis and was extended into the foreseeable future. The outcome was predictable, as United Airlines own experience demonstrates with the success of Reciprocal Agreements established for pilots since June 15, 1989.

Shortly, it is expected that several other carriers will announce Reciprocal Cabin Seat Agreements. We understand they are concluding their discussions and are finalizing the development of internal policies, procedures and technology requirements. United managements failure to participate in these discussions in a meaningful way will only exacerbate an already contentious relationship with Flight Attendants, and certainly not lend itself in support of our efforts to be recognized as the world's leading airline for customers, employees, and investors.

Immediate action is required; Flight Attendants will no longer tolerate a corporate attitude that disregards such a fundamental program that stands to benefit our Company. We continue to stand ready work with United on implementing enhanced travel benefits.

Sincerely,

  
Greg Davidowitch, President  
United Master Executive Council