



ASSOCIATION OF FLIGHT ATTENDANTS - CWA, AFL-CIO
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January 12, 2007

Pete McDonald, Executive Vice President and
Chief Operating Officer
United Airlines
1200 East Algonquin Road
Elk Grove Township, Illinois 60007

VIA FAX and US MAIL

Dear Pete:

United Airlines is at a competitive disadvantage. Other airlines have embarked upon a forward thinking approach in support of their Flight Attendants by eliminating many of the hassles of commuting to and from work and are reaping the benefits of this innovative approach. United Airlines to date has yet to respond to our advocacy for improved world wide travel benefits.

Over the past several months we have met repeatedly with United management on this issue, and now we are seeking your involvement and support of our advocacy for Reciprocal Cabin Seat Agreements with other airlines. Our advocacy for enhanced travel benefits and specifically for Reciprocal Cabin Seat Agreements will produce tangible and mutually beneficial results for our Company and the Flight Attendants in its service.

For 2006, both Domestic and International Flight Attendant ratings continued to be strong. Internationally "Overall Flight Attendant Ratings" on a full year basis are at 55.8, 0.3 point above our full year goal of 55.5. In North America, "Overall Flight Attendant Ratings" on a full year basis are at 61.8, 0.5 point above our full year goal of 61.3. These ratings are outstanding, and can be improved by eliminating hassles and distractions associated with commuting to and from work. Creating options for commuting Flight Attendants will directly contribute to overall reliability.

United Airlines employs more than 15,000 Flight Attendants residing in every U.S. state and in many countries around the world. Many commute to and from work. 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.

Recognition of the realities of today's commuting workforce is a tremendous step in the right direction, and is simply just the right thing to do. In order for us to turn our complete focus on a profitable, sustainable, and reliable Company it is time to recognize and implement Reciprocal Cabin Seat Agreements.



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While our advocacy continues to be focused on agreements with airlines throughout the industry, much like the agreements we have seen at JetBlue, Southwest and American Airlines, we have affirmatively heard from the representatives of Air Wisconsin, ATA, Aloha, PSA, Air Tran, Spirit and Piedmont who have confirmed that their respective management would be interested in a Reciprocal Cabin Seat Agreements with United Airlines. To date, over 1300 commuting Flight Attendants have submitted petitions in support of Reciprocal Cabin Seat Agreements. The time for immediate and appropriate action on your behalf is now.

We continue to stand ready work with United on implementing enhanced travel benefits. And look forward to your support.

In Solidarity,



Greg Davidowitch, President
United Master Executive Council