

May, 2008

Dear Valued Partner,

To support IATA's 100% E-Ticket initiative, BSP will withdraw all paper documents from all IATA agents reporting through the BSP effective June 1<sup>st</sup>, 2008. For tickets issued on or after June 1<sup>st</sup>, 2008 paper tickets must **not** be issued on BSP neutral paper ticket stock using United Airlines airline accounting code (UA- 016).

United Airlines has prepared for this IATA initiative by taking the following steps:

- Already more than 95% of United Airlines tickets issued through the BSP are E-Tickets
- All United Airlines' destination airports are E-Ticket enabled
- Programming will be in place to allow E-Tickets for
  - Infants
  - Groups
  - Open Segments
  - Passive Segments
- Interline E-Ticket (IET) Agreements are in place with 80 airlines, and United will continue to expand IET Agreements with many more airlines after June 1<sup>st</sup>. For a complete list of airlines with IET Agreements see below.
- Travel Agents will be able to assist passengers using the v-MPD (Virtual Multiple Purpose Document) product for:
  - PTA's
    - E-Ticket ineligible itineraries
    - Itineraries over 16 segments
  - Rebooking fee
  - Collection of tax/surcharge/fees

In spite of all the preparation, we understand that this change may initially present a few challenges. We thank you for your support of this IATA initiative and your continued support in selling United.

Sincerely,

United Airlines

## Interline E-Ticket (IET) agreements on United Airlines

United Airlines has completed IET agreements with the following carriers. This means that United Airlines tickets may be used for itineraries including United Airlines and any of the carriers below, in accordance with United's ticket issue policy.

Please note that not all carriers may support E-Tickets for Infants or Open segments.

<b>Carrier</b>	<b>Carrier Code</b>	<b>Carrier</b>	<b>Carrier Code</b>
Adria	JP	Kenya Airways	KQ
Aer Lingus	EI	KLM	KL
AEROFLOT	SU	Korean Airlines	KE
Air Algerie	AH	Kuwait	KU
Air Canada	AC	LACSA	LR
Air China	CA	Lan- Argentina	4M
Air France	AF	Lan-Chile	LA
Air Jamaica	JM	Lan-Ecuador	XL
Air Malta	KM	Lan-Peru	LP
Air New Zealand	NZ	LOT	LO
Air One	AP	Lufthansa	LH
Alaska Airlines	AS	Martinair Holland	MP
All Nippon Airways	NH	Mexicana	MX
American Airlines	AA	Midwest Airlines	YX
ASIANA	OZ	Northwest Airlines	NW
Austrian Airlines	OS	QANTAS	QF
Aviateca	GU	Qatar	QR
Bangkok Airways	PG	Scandinavian	SK
BLUE 1	KF	Siem Reap	FT
British Airways	BA	SilkAir	MI
Bmi	BD	Singapore Airlines	SQ
British West Indies	BW	SN Brussels	SN
Cape Air	9K	South African	SA
Cathay Pacific	CX	Spanair	JK
Continental	CO	Sri Lankan	UL
Copa	CM	Swiss	LX
Croatia	OU	TACA	TA
Delta Airlines	DL	TACA Peru	T0
Dragonair	KA	TAP Portugal	TP
Emirates	EK	Thai Airways	TG
Era Aviation	7H	US Airways	US
Ethiopian	ET	Virgin Atlantic	VS
Finnair	AY	Wideroes Flyveselskap	WF
Frontier	F9	Yemen Airways	IY
Gulf Air	GF		
Hawaiian Airlines	HA		
Island Air	WP		
Japan Airlines	JL		
Jet Airways	9W		
		<b>By June 1<sup>st</sup></b>	
		Czech Airlines	OK
		Air Mauritius	MK
		Middle East Airlines	ME
		TAM	JJ
		Turkish	TK

Note – this list is subject to change

United Airlines intends to introduce IET agreements with the following carriers in 2008:

<b>Carrier</b>	<b>Carrier Code</b>	<b>Carrier</b>	<b>Carrier Code</b>
Air Nippon	EL	Etihad	EY
Iceland Air	FI	Air Pacific	FJ
Indian Airlines	IC	Solomon Airlines	IE
LTU	LT	Malev	MA
Egypt Air	MS	Air Vanuatu	NF
Polynesian Airlines	PH	Pluna	PU
Air India	AI	Air Niugini	PX
Royal Jordanian	RJ	Air Namibia	SW
Vietnam Airlines	VN	Shanghai Airlines	FM
China Southern	CZ	Malaysia Airlines	MH
China Eastern	MU	China Airlines	CI

Note – this list is subject to change

The following carriers are scheduled for IET implementation commencing in 2009:

<b>Carrier</b>	<b>Carrier Code</b>	<b>Carrier</b>	<b>Carrier Code</b>
Air Europe	UX	Alitalia	AZ
Air India	AI	Air Bulgaria	FB
EI AI	LY	Estonian Airlines	OV
Luxair	LG	MIAT Mongolian Air Transport	OM
Pakistan Airlines	PK	Saudi Arabian Airlines	SV
Aeromar	VW	Aero California	JR
AeroMexico	AM	Aerpostal	VH
Air Tahiti Nui	TN	Air Zimbabwe	UM
Aserca Airlines	R7	Bahamas Air	UP
Bearskin Airlines	JV	Cayman Airways	KX
Cyprus Airways	CY	Eva Airways	BR
First Air	7F	Garuda Indonesian Airways	GA
Iberia Airlines	IB	Pacific Wings	LW
Penair	KS	Philippine Airlines	PR
Regional Express	ZL	Royal Brunei	Bi
Solomon Airlines	IE	Surinam Airways	PY
TAM- Transportes Aereos del Mercosur	PZ	Windward Island Airways	WM

Note – this list is subject to change, and includes only those carriers who have confirmed that they will implement IET with United. Additional carriers may be added in the future.

Until carriers have implemented an Interline E-Ticket agreement with United Airlines, travel agents cannot issue E-tickets for any itineraries involving United and the carriers on this list. A paper ticket may be requested from United using the v-MPD process.