



U-S AIRWAYS

TO: US Airways Customer Service Agents

FROM: Employee Travel
InFlight Planning and Administration

DATE: June 15, 2010

RE: Upgrades Awarded as a Grievance Settlement with AFA
Specific Instructions

In 2009, a grievance was filed by the Association of Flight Attendants on behalf of its membership. As a result of the grievance award, each PHX-based flight attendant was to receive multiple first class upgrades certificates for use in 2009, 2010, and 2011. To ensure that flight attendants are being able to take full advantage of this award, we have issued this letter for them to carry with them in order to provide Customer Service Agents the best assistance and ease at responding to the use of these upgrades. These upgrades will have the name of SEEDRS/AFAUPGRADE.

The following terms and conditions may be found in the DRS:

- These upgrades have no monetary value and can not be reissued or refunded.
- The employee or any eligible family member on their pass privileges may use the first class upgrades.
- Upgrades will show expiration date on the face of the coupon. Coupons may not be reissued to extend validity.
- Upgrade coupons can not be replaced if lost or stolen.
- Upgrade coupons can not be copied.
- Travelers are responsible for the policies outlined in the Employee Travel Guide on Wings. Employees may be subject to disciplinary action up to and including termination for any misconduct in connection with travel privileges.

Listed below are specific instructions for Airport Customer Service Agents:

- One upgrade coupon is valid for first class upgrades on flights within North America, Central America, Canada, the Caribbean, and Alaska (per person).
- Two upgrade coupons are valid for first class and Envoy class upgrades on flights to/from Europe, Hawaii, and South America (per person).
- Collect upgrade coupons when clearing seats in First or Envoy Class cabins. Include upgrade coupons with all other non-rev First Class upgrade coupons.

Thank you for your attention to providing outstanding customer service to our internal customers.