

Continental Airlines Customer First Commitments

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Continental Airlines Customer First Commitments

Introduction

Continental Airlines is dedicated to providing a level of service to our customers that makes us a leader in the airline industry today. We understand that to do this we need to have a product we are proud of and employees who like coming to work every day.

Customer First is the result of a joint effort of the airline industry, the U.S. Congress, and the U.S. Department of Transportation to address the key service elements that most affect our customers. To provide everyone access to this information, the plan in its entirety can be found on our Internet website at www.continental.com or may be requested at any Continental airport or Continental ticket office. We encourage all of our customers to read it carefully.

Our Customer First Plan contains specific, voluntary service commitments to continue a high level of performance and to improve wherever possible. The plan attempts to explain the applicable policies in a clear, consistent, and understandable fashion.

Our goal is to make every flight a safe and pleasant experience for our customers. These commitments are specifically designed to reduce the possibility that we might not reach that objective every time you fly with us and will allow us to deal promptly with any service failure. We will be implementing and reinforcing company-wide training programs and systems enhancements to confirm that Continental employees are meeting these commitments, and we will be measuring how well we perform. We want our customers to let us know how we're doing by calling our Customer Care department toll-free at 1-800-WECARE-2.

Welcome aboard Continental Airlines!

Continental Airlines Customer First Commitments

Continental's Commitments

1. We will offer the lowest fare available for which the customer is eligible on our telephone reservation system for the date, flight, and class of service requested.
2. We will notify customers at the airport and onboard an affected aircraft, in a timely manner, of the best available information regarding known delays, cancellation, and diversions. In addition, we will establish and implement policies for accommodating customers that are delayed overnight. A clear and concise statement of our policies in these respects will also be made available to customers.
3. We will make every reasonable effort to return checked bags within 24 hours and will attempt to contact any customer whose unclaimed, checked luggage contains a name and address or telephone number.
4. We have increased our domestic baggage liability limit from \$3000 to \$3300 per ticketed passenger.
5. Continental Airlines will allow customers booking through Continental reservations or at continental.com to receive either a 100% refund or to make changes to a reservation within 24 hours of ticketing in order to give customers the opportunity to check for lower fares through other distribution systems, such as travel agents or the Internet.
6. We will issue refunds for eligible tickets within 7 business days for credit card purchases and 20 business days for cash purchases.
7. We will disclose our policies and procedures for handling special needs customers, such as unaccompanied minors, and for accommodating the disabled in an appropriate manner.
8. We will make every reasonable effort to provide food, water, restroom facilities and access to medical treatment for customers onboard an aircraft that is on the ground for an extended period of time without access to the terminal, consistent with passenger and employee safety and security concerns. We will prepare contingency plans to address such circumstances and will work with other carriers and the airport to share facilities and make gates available in an emergency.
9. We will disclose to a customer, upon request, whether the flight on which the customer is ticketed is overbooked, if within the usual and ordinary scope of such employee's work, the information is available to the airline employee to whom the request is directed. We will also establish and disclose to the customer policies and procedures, including any applicable requirements (such as check-in deadlines), for managing the inability to board all passengers with confirmed reservations.
10. We will disclose to the customer:
 - I. Any change of aircraft on a single flight with the same flight number.
 - II. Cancellation policies involving failure to use each flight segment.
 - III. Rules, restrictions, and an annual report of frequent flyer program redemption.
 - IV. Upon request, information regarding aircraft configuration, including seat size and pitch.
11. We will ensure that our domestic codeshare partners provide comparable consumer plans and policies.
12. We will assign a Customer Service Representative responsible for handling customer complaints and ensuring that all written complaints are responded to within 60 days.

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1. Lowest Available Fare

Continental Airlines will offer the lowest fare available for which the customer is eligible on its telephone reservation system for the date, flight, and class of service request.

We are committed to providing accurate and timely fare information to assist customers in selecting an air carrier.

- Continental Reservations agents, including ticket office agents and airport ticket agents, will quote the lowest available published fare on our telephone reservation system for which a customer is eligible for a requested, specific itinerary. Customers should advise Continental's agents of any membership, association, or special status that might qualify them for any special fare or discount.
- If a customer indicates flexibility in his/her travel plans in order to obtain the lowest available fare, our Reservations agent will inform the customer of the lowest published fare and the applicable rules and requirements, and will offer to check availability for a specific date and time.
- Customers specifically requesting first class or an unrestricted fare will be offered the fare available for the requested ticket type only.
- We may offer special fares to registered members of our continental.com Specials program or otherwise that may be lower than any published fares available through the telephone system.

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2. Delays, Cancellations, and Diversions

Continental Airlines will notify customers at the airport and onboard an affected aircraft, in a timely manner, of the best available information regarding known delays, cancellations, and diversions. In addition, Continental Airlines will establish and implement policies for accommodating customers that are delayed overnight. A clear and concise statement of Continental's policies in these respects will also be made available to customers.

Our goal is to make sure flights arrive on time, but when flight irregularities do occur, we will make every effort to provide up-to-date information in a timely manner.

Notification:

- We will notify customers at the airport and onboard an affected aircraft of any known flight irregularity affecting the scheduled departure or arrival of their flight. The method and timing of notification may vary, depending on when and where the irregularity occurs.
- Customers can access the arrival and departure information of Continental flights by calling the automated Flight Information System toll-free at 1-800-784-4444, Continental Reservations toll-free at 1-800-525-0280, or via the Internet at www.continental.com.
- For customers at the airport:
 - The status of Continental flights will be displayed on flight information screens located in Continental airport facilities.
 - For delayed flights, our airport representatives will inform customers via the public address system as to the cause and anticipated length of the delay. This information will be relayed in a timely manner, approximately every 20 minutes, or as new information becomes available.
 - For cancelled flights, customers will be directed to appropriate airport representatives for assistance.
- For customers onboard the aircraft:
 - Our flight crew members will notify customers as to the cause and/or duration of delays, cancellations, and diversions, if known, and will update customers as information becomes available, provided flight safety is not compromised.
 - For departure delays, the flight crew will update customers in a timely manner, approximately every 20 minutes, or as new information becomes available.
 - For arrival delays, the flight crew will communicate the expected arrival time in a timely manner, as information becomes available.
 - We will communicate alternate flight plans, including diversions, in a timely manner, as information becomes known. This information could include the reason, anticipated duration, and destination of the diversion.

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Customer Services:

- For delays or cancellations resulting from Continental's operations (such as required maintenance or lack of crew availability), we will provide the following assistance:
 - For flight delays:
 - If known to exceed 60 minutes, our airport representatives may provide food and beverage carts, where available. Snack vouchers may be offered in airports where food and beverage carts are not available.
 - If known to exceed 3 hours, we may offer customers a meal voucher.
 - If known to exceed 4 hours between the hours of 10:00 p.m. and 6:00 a.m., customers in a connecting city may be offered complimentary hotel accommodations, depending on the amount of time involved and the location of the hotel. There are some metropolitan areas that are served by more than one airport (same-point cities). Hotel accommodations will not be provided if alternate service to the same-point city is available. A list of same-point cities may be found in our Contract of Carriage. Customers departing from their initial city, or returning from the final city, on a Continental itinerary may be offered hotel discounts subject to local hotel availability.
 - We will issue a full refund for the unused portion of the ticket, at the customer's request, to the original form of payment with reasonable justification. The refund will be processed through normal refund procedures.
 - For flight cancellations:
 - We will attempt to reaccommodate customers on the next available Continental flight. At the customer's request, and provided that the rules of the ticket permit, we will reaccommodate the customer on another airline if the length of delay to the customer's destination or next stopover exceeds 2 hours.
 - If there are no flights available until the next day, we will provide customers in a connection city with complimentary hotel accommodations and meal vouchers. There are some metropolitan areas that are served by more than one airport (same-point cities). Hotel accommodations will not be provided if alternate service to a same-point city is available. A list of same-point cities may be found in our Contract of Carriage. Customers departing from their initial city, or returning from their final city, on a Continental itinerary will be offered hotel discounts subject to local hotel availability.
 - If a customer does not want to be rebooked on the next available Continental flight or that of another airline, we will issue, at the customer's request, a full refund for the unused portion of the ticket.
- For delays or cancellations not within Continental's control (such as inclement weather or Air Traffic Control problems in the departure or destination city), customers will be provided the following assistance.
 - For flight delays:
 - If a known delay exceeds 60 minutes, Continental representatives may provide food and beverage carts, where available. Snack vouchers may be offered in airports where food and beverage carts are not available.
 - For flight cancellations:

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- Customers will be rebooked on the next available Continental flight.
- Hotel discounts may be offered subject to local hotel availability. It is not Continental's policy to provide complimentary overnight accommodations or meal vouchers.
- For flight diversions:
 - For flight diversions to an unscheduled airport, every reasonable effort will be made to offer services to provide for a customer's comfort and well being, given safety and security concerns. These could include alternate transportation, meals, beverages, and hotel accommodations. If the diversion or delay exceeds 4 hours between the hours of 10:00 p.m. and 6:00 a.m. customers will be provided with complimentary hotel accommodations. For diversions to an airport in the same metropolitan area as the scheduled destination, ground transportation to the originally scheduled airport may be provided.

3. Baggage Delivery

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Continental Airlines will make every reasonable effort to return checked bags within 24 hours and will attempt to contact any customer whose unclaimed, checked luggage contains a name and address or telephone number.

We strive to deliver checked baggage to our customers in the baggage claim area, in a timely and efficient manner, and are routinely ranked in the top half of the industry by the Department of Transportation. When on occasion a bag is missing or remains unclaimed, we will make every reasonable effort to locate and return the bag in 24 hours or less, using a comprehensive system and process to track missing baggage and notify affected customers.

- For baggage missing upon arrival, customers must fill out a Delayed Baggage Report within 4 hours of the flight's arrival. If a Delayed Baggage Report is not filed within 4 hours of flight arrival, we cannot be held liable for any compensation. Our baggage service representatives will assist the customer with this process.
- We will provide customers with an envelope containing a copy of the Delayed Baggage Report, a Customer Property Claim form, interim expense reimbursement information, baggage liability limitation information, and a toll-free number (1-800-335-BAGS) to speak with the Baggage Resolution Center (BRC), which is open 24 hours a day, 7 days a week.
- We will forward the information on the Delayed Baggage Report to our Baggage Resolution Service Center. This state of the art Center will coordinate all tracing and customer communication while the bag remains missing. A BRC representative will attempt to contact the customer, as information is available, and provide updates on the status of the missing baggage.
- When a bag is recovered, we will attempt to arrange delivery to the customer within 4 hours or at a convenient time after the bag arrives in the appropriate city. If we operate limited flights to the desired delivery city, the bag may be expedited on another airline.
- We may provide 1 overnight kit per customer containing essential toiletry and personal items.
- For customers away from their originating city, our BRC representative may authorize the reimbursement of interim expenses for purchasing essential items during the process of locating the missing bag. Customers should contact the BRC for approval prior to incurring such expenses.
- If the Customer Property Claim form is not received by the BRC within 45 days of the flight date, we cannot be held liable for any compensation.
- For unclaimed baggage at the arrival station, a baggage service representative will attempt to notify the customer when the baggage contains an external identification tag with customer contact information. Information on the unclaimed baggage will be entered in a computerized baggage-tracing system used by over 200 airlines worldwide, which allows Continental and other airlines to share information on missing baggage and affected customers.
- Customers are required to place an identification tag outside and inside of all bags. This will assist us in identifying unclaimed bags or locating lost baggage.

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- We will attempt to locate a missing bag for up to 3 months. If a bag is not found within 3 months and all other conditions have been met, our BRC representative will arrange a final financial settlement based on information contained in the original Customer Property Claim form and appropriate baggage limitations.
- For a fee, a customer may effectively increase the liability limits in excess of the baggage liability limitations. Customers will be required to provide proof of purchase and value, as compensation is not automatically given for the value declared. In addition, excess value may not be declared on items excluded from liability. Call Continental Reservations or visit our website at www.continental.com for current maximum excess limits and rates.
- If a customer discovers that a carry-on item is missing after a Continental flight, the customer can file a Lost Article Report. The customer can file a report on line at www.continental.com, by contacting the BRC, toll free at 1-800-335-BAGS, or with the Baggage Services Office at the appropriate airport location. Information will be retained by the Baggage Resolution Center. The BRC will contact the customer if the item (s) is located. Return shipment arrangements will be at the customer's expense.
- Baggage must be tendered by the passenger at the airport baggage check-in counter at least 30 minutes prior to the scheduled departure time of domestic flights and 60 minutes prior to the scheduled departure time of international flights on which the passenger holds a reservation or the baggage will not be accepted without a signed released of liability from the passenger.
- Continental shall not be liable for the loss of, damage to or delay in delivery of certain items. These exceptions may be found in Continental's Contract of Carriage, a copy of which may be found on our website at www.continental.com.

4. Baggage Liability Limit

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For travel on or after December 22, 2008, Continental increased the domestic baggage liability limit from \$3000 to \$3300 per ticketed passenger.

- On June 17, 1999, as a member of the Air Transport Association (ATA), we made a commitment to petition the Department of Transportation to consider an increase in the baggage liability limit.
- Effective December 22, 2008, the Department of Transportation amended the rule governing the minimum amount to which U.S. Carriers may limit their liability to domestic customers for lost, damaged or delayed baggage which has been checked or otherwise taken into custody by the carriers. The domestic liability limit was raised from \$3000 to \$3300 per ticketed passenger.
- For international travel, baggage liability is governed by international agreements between participating countries. Contact Continental Reservations or see our website at www.continental.com for specific information.
- Continental shall not be liable for the loss of, damage to or delay in delivery of certain items. These exceptions may be found in Continent's Contract of Carriage, a copy of which may be found on our website at www.continental.com.

5. Reservations: 100% Refund or Changes Within 24 Hours of Ticketing

Continental Airlines will allow customers booking through Continental reservations or at continental.com to receive either a 100% refund or to make changes to a reservation within 24 hours of ticketing in order to give customers the opportunity to check for lower fares through other distribution systems, such as travel agents or the Internet.

We want our customers to be satisfied with their travel buying decisions and to have an adequate opportunity to compare prices among competitors and other distribution channels.

- For all customers booking via continental.com or via Continental reservations, we will provide the opportunity to make changes or to receive a 100% refund within 24 hours of ticketing.
- Customers who book and ticket at a Continental city or airport ticket office will be able to hold the reservation for 24 hours in order to be able to look for lower fares.
 - Fares can change rapidly. Therefore, fare quotes not resulting in a reservation will not be guaranteed for 24 hours.
 - If a customer does not contact Continental to pay for their ticket within 24 hours, and the rules of the fare required purchase within 24 hours, the reservation will automatically be cancelled.
 - Any changes made to the itinerary by the customer may result in a change in the fare.

6. Prompt Ticket Refunds

Continental Airlines will issue refunds for eligible tickets within seven business days for credit card purchases and twenty business days for cash purchases.

We will provide prompt refunds for eligible tickets once all appropriate documentation is received in our Customer Refund Services Department.

- A refund may be requested by visiting any Continental ticketing facility, contacting the issuing travel agency, or writing directly to Continental. Refund requests can be mailed to us at:
Continental Airlines
Customer Refund Services
P.O. Box 3046 HQJRF
Houston, TX 77253-3046
- Requests for refunds may also be made via email thru CustomerRefundServices@coair.com or on our web site at www.continental.com Reservations/Refund Policy/Online Forms.
- For additional information regarding refunds, customers can contact Continental Reservations toll-free at 1-800-525-0280, 24 hours a day, or call Customer Refund Services toll-free at 1-800-WECARE-2 Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m. CST.
- Full refunds will be given for totally unused eligible tickets. Partially used eligible tickets will be refunded based on the calculated value of any unused segments. All unused flight coupons must be presented at the time of refund application.
- Refunds will be issued in the name of the purchaser or customer as applicable.
- Tickets purchased with a credit card will be forwarded for a credit to the customer's account within 7 business days of receipt after all appropriate documentation (unused tickets, physician, or hospital documentation, etc.) is provided. Please allow 7 business days for processing, and 1 billing cycle for the refund to post on the credit card statement.

Tickets purchased with the following forms of payment will be refunded by check in person at any Continental ticketing facility or within 20 business days if received by mail:

- cash
 - money order
 - cashier's check
 - certified bank check
 - personal or company check
- If requesting a refund in person for eligible tickets purchased with a personal or company check exceeding \$300, the customer must provide the canceled check or bank verification that the check has cleared. The ticket number must be recorded on the front of the check, and the dollar amount and date of issue must match those on the ticket exactly.
 - When a customer sends their unused paper ticket and all other appropriate documents (such as a physician or hospital documentation when travel is prevented by illness), directly to Customer Refund Services, refund checks will be processed and sent to customers within 20 business days of receipt. Credit card refunds will be processed and upon request, customer notification sent within 7 business days of receipt.

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- If a customer is not eligible for a refund, or if more documentation is necessary, notification will be sent. This notification will be mailed within 7 business days of receipt of refund request if the purchase was made with a credit card and within 20 business days of receipt of refund request if the purchase was made with any other form of payment.
- For the following types of tickets, further processing may be necessary and correspondence will be sent within 20 business days of receipt:
 - When the method of payment is a prepaid ticket (PTA) and the purchaser is not present.
 - When the method of payment is a Universal Air Travel Plan (UATP) card.
 - When the method of payment is via Telecheck
 - When the refund amount cannot be accurately determined.
 - When a ticket was purchased using foreign currency.
 - When insufficient time has elapsed for a check (over \$300) to clear a bank.
 - When flight coupons that are refundable but expired are presented for refund.
- Lost Ticket Application forms can be obtained at any Continental ticket counter, on our website at www.continental.com, or from many travel agencies. In the case of lost tickets, the customer must fill out a Lost Ticket Application. An applicable processing fee will be charged upon issuance of the replacement ticket or deducted from the refund. (Call Continental Reservations or visit our website for current fee requirements). Processing time will be approximately 90 days for refunds.
- Eligible E-Tickets purchased using a credit card can be quickly and conveniently refunded over the telephone by calling Continental Reservation toll-free at 1-800-525-0280 or Customer Refund Services toll-free at 1-800-WE CARE-2. Customers can request an acknowledgement of a credit card refund request. Upon request, the acknowledgement will be sent within 7 business days of the request for refund.

7. Customers with Disabilities and Special Needs

Continental Airlines will disclose its policies and procedures for handling special needs customers, such as unaccompanied minors, and for accommodating the disabled in an appropriate manner.

We will make every reasonable effort to transport and provide assistance to all customers, including those with special needs. These customers include, but are not limited to:

- Customers with disabilities
- Customers requiring the use of onboard medical oxygen
- Unaccompanied Minors
- Customer traveling with children and infants
- Customers traveling due to death or illness emergency
- Customers requiring extra seating

Customers with Disabilities:

- We comply with the Air Carrier Access Act and DOT Part 382 (as amended May 13, 2009) and are dedicated to providing convenient and comfortable service to all customers.
- For any questions regarding travelling with a disability customers should also contact Continental Reservations' Disability Desk at 1-800-228-2744.
- Requests may be made through our reservations representative for assistance while traveling, including mobility assistance and seating preferences. Our Reservations agents will enter special service information in the customer's reservation. Customers can also request services at the airport on the day of departure, but some special service requests must be made in advance as noted below.
 - 48 hour advance notice to Continental Reservations is **required** if/when the passenger:
 - Will be using an FAA approved respirator, ventilator, continuous airway pressure (CPAP) machine and to use a personal oxygen concentrator (POC)
 - Requires disassembly and/or packaging of a wheelchair battery
 - Will be transporting an electric wheelchair on an aircraft with fewer than 60 seats
 - Will require provisioning of an on-board wheelchair on an aircraft with more than 60 seats that does not have an accessible lavatory
 - Is traveling with a group of ten (10) or more people with disabilities
 - Will be traveling with an emotional support or psychiatric service animal in the cabin
- Additionally, our Reservations toll-free phone number 1-800-343-9195 is equipped with Telecommunications Devices for the Deaf.
- Our airport locations provide accessible ticket counters, gates, and baggage claim areas.
- At the airport, customers with disabilities will receive security screening equal to that of other customers. If requested by the customer in a timely manner, airport security personnel will screen in a private area. Private screening is not required. Security personnel may elect to examine mobility aids or assistive devices.

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- All reasonable efforts will be made to assist the customers and maintain their personal dignity. Continental will provide disabled customers, that so request, with assistance being transported and/or in carrying cabin and gate-check luggage between terminal entrances/exits and gates. We will also invite customers with disabilities to pre-board a flight; however, they may elect not to do so and are not required to pre-board.
- Customers with a disability will not be left un-attended in a ground wheelchair, boarding wheelchair or any other device which the customer is not independently mobile for more than 30 minutes.
- Upon request, airport representatives will provide prompt assistance in boarding and deplaning a flight through the use of aisle chairs, wheelchairs, and/or lift devices, and will assist with transportation between gates during flight connections. Upon request, in-flight crews will assist customers with onboard wheelchairs, retrieving carry-on items, getting to and from the lavatory facilities, and understanding onboard announcements.
- Customers who avail themselves for pre-boarding have priority to have their folding manual wheelchair stowed onboard upon request. When requested, stowage of the first manual wheelchair presented takes priority over other customer, crew or company materials.
- All Continental aircraft have a designated storage space, sometimes a closet, large enough to accommodate at least one adult sized manual wheelchair if the customer takes advantage of pre-boarding. For wheelchairs and other assistive devices checked as baggage, the customer may request that the wheelchair or assistive device be returned upon arrival at the door of the aircraft, or at the baggage claim area. Although flight connections may limit the ability for Continental to provide personal wheelchairs or assistive devices at the jetway upon arrival.
- Our fleet of aircraft may also offer amenities (in addition to onboard wheelchairs) such as movable aisle armrests and many of our new aircraft also offer wheelchair accessible lavatories. The customer is encouraged to call Continental Reservations for further information and assistance regarding specific conveniences on the aircraft type for which they are ticketed, however, changes of aircraft type may occur. Information on aircraft amenities and services can also be obtained at the airport on the day of departure.
- We will accept battery-powered wheelchairs as checked baggage when compartment size and aircraft safety considerations allow. We have determined that transporting wheelchairs without removing the battery is sometimes feasible. If required by Continental and FAA regulations, the battery will be removed and DOT approved battery packaging will be provided at no charge to the customer. Any determinations will be made by airport personnel and communicated to the customer. The customer should call Continental Reservations for further information and assistance regarding the ability to check electric wheelchairs on a specific itinerary.
- Customers with electric wheelchairs are required to check-in 1 hour prior to the scheduled departure for domestic flights and 2 hours prior to the scheduled departure for international flights.
- Assistive devices can be stored onboard the aircraft consistent with our requirements for carry-on items, and do not count towards the limit of carry-on items. These items may include but are not limited to canes, crutches, walkers, eligible wheelchairs and cushions and can be stored in close proximity to the customer's seats. Wheelchairs and assistive devices transported on the same flight as the customer are given priority over cargo.
- We may require customers with disabilities to travel with an accompanying safety assistant if:
 - The customer, due to a mental disability, is unable to comprehend or respond appropriately to safety instructions from airline representatives.
 - The customer has a mobility impairment so severe that the person is unable to assist in his/her own evacuation of the aircraft.

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- The customer has both severe visual and hearing impairments and cannot establish some means of communication with airline personnel, adequate to permit transmission of the safety briefing.
- The customer is traveling on a stretcher or in an incubator (where this service is available).
- If a customer is accompanied by a safety assistant, the assistant will pay the applicable fare.
- If at the airport, we determine that an assistant is required and the customer disagrees, we will provide a free ticket for the assistant. The customer must provide the assistant and a seat must be available on the flight. If both conditions are not present, the customer will be rebooked on the next available flight or will be denied boarding and paid denied boarding compensation.
- At any time during the course of travel, customers with disabilities can contact a specially trained individual called a Complaint Resolution Official (CRO). The CRO's responsibility, as the onsite rule expert, is to resolve complaints, disagreements, or alleged violations relating to the Department of Transportation's Code of Federal Regulations, Part 382. It is important to note that the airport CRO may not be able to assist with the boarding of every customer at an airport.
- A CRO is available to address any issues the customer may have during airport hours. If a CRO is not present at the airport, one will be available by phone (at no charge to the customer).
- Continental will assign an exit row seat only to those customers who we determine can open an emergency exit and are able to take all additional actions needed at the exit in an emergency. In addition, the customer must:
 - Be advised that an exit row seat is being assigned, and of the specific exit row responsibilities.
 - Be at least 15 years of age.
 - Not be traveling with anyone requiring special care, such as a child, or a person physically or mentally unable to care for themselves.
 - Read English well enough to understand instructions for opening exits and emergency procedures.
 - See well enough to read emergency instructions, see signals given by crew members, and look outside for dangers such as smoke, fire or water, which would make the exit unusable. Customers may wear glasses or contacts.
 - Hear and understand well enough to understand English commands. Customers may wear a hearing aid.
 - Speak well enough to give information in English to crewmembers or other customers in an emergency.
 - Be able to use both hands, arms and legs, and be strong and flexible enough to quickly open the exit and go through the hatch.
 - Be willing and able to help other customers away from the aircraft.
- We accept several animal types as service animals and as emotional support or psychiatric animals in the passenger cabin when trained as such animals. The fee normally charged for transportation of animals is not collected for qualified animals. If floor space is required in addition to the space included with a single seat, the purchase of an additional seat may be required. Search and Rescue animals wearing an appropriate harness and accompanied by a handler when traveling to or from emergency duty will be accepted as service animals. For a

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list of acceptable animal types, and additional information/requirements, please contact our Reservations Department or visit our website at www.continental.com.

- Service animals and emotional support or psychiatric animals will be checked as baggage if the customer so requests. A kennel will be provided free of charge, if needed, and retained by Continental at the destination.
- Checked service animals and emotional support or psychiatric animals will be returned to the jetway at all points where the customer deplanes. During an embargo on the carriage of animals due to weather conditions, we will accept service animals in the cabin but will not accept any service animals as checked baggage.
- The customer assumes full responsibility for the safety, well being, and conduct of their animal.
- Continental will provide directions to animal relief areas at airports, and at the customer's request Continental will escort customers traveling with service animals or emotional support or psychiatric animals to/from animal relief areas. Animal relief areas may be available inside or outside security, thus customers should allow enough time before their flight and between connecting flights to utilize the animal relief area.
- Continental will make internet specials available to customers with disabilities that are not able to use continental.com via a different form/method of booking (for example through reservations) without any service fees.
- Continental will provide the same flight/travel information to a customer with a disability (vision or hearing impaired) that is provided to all other customers. However, the customer with a disability is required to self identify at all points of contact throughout the airport including ticket counters, gates, customer service centers and baggage claim so that Continental employees can provide assistance to such customers.
- This is a summary of the key services for customers with disabilities. For further information contact Continental Reservations, Customer Care, or a CRO.

Customers Requiring Use of Onboard Medical Oxygen and Respiratory Assist Devices

- Federal Aviation Regulations prohibit customers from carrying and/or using many types of personal respiratory assistive devices onboard commercial aircraft. Contact Continental Reservations to determine if your specific equipment may be carried and/or used during flight.
- Customers may use their FAA approved portable oxygen concentrator onboard. 48 hour advance notification to our reservations department **must** be made to ensure the device is an approved device. Visit our website at www.continental.com for a list of current approved portable oxygen concentrators.
- Customers using a portable oxygen concentrator must provide to Continental a written doctor's statement that includes the following information:
 - The user has the ability to respond to alarms (either audio or visual warnings) and is able to take appropriate action
 - Whether the use of the POC is medically necessary for all or only a portion of the flight
 - Maximum oxygen flow rate considering the air pressure in the cabin under normal operating conditions
- A recommended format for the doctor's statement is displayed on the web at www.continental.com.

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- For customers who require supplemental bottled oxygen for medical needs, we offer this service only on Continental Micronesia operated flights. Supplemental oxygen is not available on Continental, Continental Express and Continental Connection flights.

Unaccompanied Minors (children 5-11 years old who are not accompanied by a guardian or traveling companion at least 18 years old):

- Unaccompanied Minors under five years of age are not accepted under any conditions.
- Unaccompanied Minors will not be accepted for travel:
 - if the flight on which the child/minor holds a reservation is expected to terminate short of or bypass the child's destination;
 - if the itinerary includes a connection to the last available flight of the day unless the connecting flight is the only published service to the destination;
 - if the itinerary includes a connection to another carrier's flights (including Continental codeshare flights operated by other airlines) except flights operated by Continental Airlines, Continental Micronesia, and carriers doing business as Continental Express and Continental Connection
- The chart below summarizes our acceptance policy for Unaccompanied Minors. The most restrictive Unaccompanied Minor acceptance policy or embargoes may apply. Please contact our Reservation Department at 1-800-525-0280 or visit our website at www.continental.com for applicable service fees. (Fees vary depending on whether connections and/or international travel are involved).

Age	Type of Itinerary	Accepted
0 thru 4	Any itinerary	No
5 thru 7	Domestic, Mexico, Canada Non- stop Flights	Yes
	Other International Non-stop Flights	Yes
	Connecting Flights or Direct Flights that require a stop	No
	Interline Flights	No
8 thru 11	Domestic, Mexico, Canada Non-stop, Direct or Connecting Flights	Yes
	Other International Non-stop, Direct or Connecting Flights	Yes
	Direct or Connecting Flights operated by Continental, Continental Express, Continental Connection, or Continental Micronesia only	Yes
	Interline Flights	No
	International Connection	Yes

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- Unaccompanied assistance is mandatory for customers five to 11 years old. Customers between the ages of 12 and 17 may travel unaccompanied on any itinerary but with no Unaccompanied Minor service.
- At the time the reservation is made, the parent or guardian will be required to supply the name, address and telephone number of the adults accompanying the minor to the departure airport and meeting the minor at the final destination. This information will be documented in the minor's reservation.
- The Unaccompanied Minor must be accompanied for check-in at a ticket counter or gate location by a parent or other responsible adult, who will remain with the child until boarded. Once the child has been boarded, this individual is to stay in the gate area until the aircraft has departed.
- At the airport, our representative will have the parent or guardian complete a Special Services form with the delivering and meeting party information documented in the reservation and will collect the service charge. A copy of the form will be retained at the airport and the remaining copies will be placed in the ticket jacket.
- The Unaccompanied Minor will be escorted onboard the aircraft by a Continental representative and introduced to the Flight Attendant before being escorted to their seat.
- Upon arrival at the destination or a connecting city, the minor will be escorted off the aircraft by a Continental representative and will be released only to another Continental representative or to those persons named on the Special Services form. Identification will be required.
- We will not disclose Unaccompanied Minor information to anyone whose name does not appear in the Unaccompanied Minor's reservation record or is not listed on the Continental Special Services form.

Customers Traveling with Children and Infants (Proof of Age of Customers May be Required by Continental):

- We will offer advanced seating for all customers and pre-boarding for families that include children under 5 years old.
- Continental does not accept infants in incubation (except as permitted for medical transport) or infants under seven days old.
- Children under 2 years of age will be allowed to travel on the lap of an adult (one lap child per adult). Children who are carried in an adult's lap do not require a ticket for domestic travel. Children traveling internationally may require a ticket valued at 10% of the applicable fare. A ticket may also be required for the lap child on international itineraries even if there is no fare paid. In addition, some international destinations may charge fees for lap children and customers should contact Continental Reservations at 1-800-525-0280 for additional information. Customers traveling with children in this manner will be assigned seats in rows that have an extra oxygen mask. Seating can be arranged at the airport or in advance with Reservations.
- If there are more children under 2 years of age than adults traveling in the party, the additional children must occupy a seat and be ticketed at the applicable fare.
- Children unable to sit upright with the seat belt fastened must be carried in an approved infant seat if not being held by an adult.
- The FAA has directed that certain types of infant restraints do not offer sufficient protection and has prohibited their use during taxing, takeoff, and landing. These types of seats include:

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- Booster Seats: described by the DOT as a “backless child restraint system”. This system includes a structural element (usually a shield) to restrain forward motion.
 - Vest-Harness Restraints: described as a vest or series of straps that form a vest-like garment that attaches at the back to the seat’s lap belt. Some require a tether strap in addition to the lap belt.
 - Many models of the Booster and Vest-Harness restraints described above carry FAA approved labeling, which has since been invalidated.
- Infant seats accepted for use onboard an aircraft must bear specific labels:
 - Seats manufactured to U.S. standards between January 1, 1981 and February 25, 1985, must display the label, “This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards”.
 - Seats manufactured to U.S. standards on or after February 26, 1985, must display the label, “This restraint is certified for use in motor vehicles and aircraft” (in red lettering).
 - Seats manufactured in countries other than the U.S. must display a label showing approval of the foreign government, or that the seat was manufactured under the standards of the United Nations.
 - Unlabeled seats and seats manufactured before January 1, 1981, are not acceptable for use during takeoff and landing.
 - The infant seat must be secured to an aircraft seat on the aircraft at all times and may not be placed in an aisle, emergency exit row or the row adjacent to the exit row.

Emergency Travel:

- Discounts on fares (round-trip or one-way) may be available in the event of the death or serious illness (requiring hospitalization or hospice care) of an immediate family member. Visit CO’s website, www.continental.com, for details regarding CO’s Compassion (Bereavement) Fares policy.
- If a Passenger is unable to commence or continue travel because of the death or serious illness of the Passenger, the Passenger’s immediate family member(s), or the Passenger’s traveling companion(s), CO may waive or refund any applicable change fees (less a processing fee) associated with changing the ticket(s). Visit CO’s website, www.continental.com, for details regarding CO’s Refund Policy.

Customers Requiring Extra Seating:

- If a customer’s physical size requires, or if a customer requests an extra seat for safety or comfort, the customer must purchase a first class seat or a second coach seat.
- We reserve the right to deny boarding to a customer who cannot be safely accommodated due to a seat weight/size restriction.

8. Essential Needs Onboard the Aircraft During Long Delays

Continental Airlines will make every reasonable effort to provide food, water, restroom facilities and access to medical treatment for customers onboard an aircraft that is on the ground for an extended period of time without access to the terminal, as consistent with passenger and employee safety and security concerns. Each carrier will prepare contingency plans to address such circumstances and will work with other carriers and the airport to share facilities and make gates available in an emergency.

We are committed to preserving the safety and security of our customers and employees and addressing their essential needs onboard an aircraft that is on the ground for an extended period of time without access to the terminal. As such, we have developed internal procedures and plans to ensure that all appropriate action will be taken to maintain a safe, reliable, and efficient operation.

Overview:

- Except for ground delay situations resulting from restrictions or limitations caused or directed by air traffic control (ATC), the processes and procedures described in this contingency plan should be applied when an airplane is held, or is expected to be held, on the ground without direct access to airport terminal facilities for more than 2 hours, whether the aircraft is departing from or arriving to an airport location.
- The decision to implement these processes and procedures can be made at any time and shall be made jointly by the Continental Airlines System Operations Center (SOCC), the Continental Airlines airport station management, and the pilot in command of the airplane (when appropriate), in coordination and consultation with other appropriate organizations (e.g., FAA; local air traffic control; and airport management). No action involving movement of an aircraft or vehicle or individuals shall be taken without obtaining clearance and approval from ATC or the appropriate authority as necessary.

Planning and Coordination:

- Each morning the SOCC will meet with a special team of operational and customer service representatives. This team will evaluate aircraft out of service, location and number of spare aircraft available, weather forecasts and weather alerts, facility constraints (i.e., closed runways, runway under construction) and any anticipated ATC problems.
- Local station management will be advised when circumstances exist or are forecasted which could impact operations in terms of the arrival and departure of aircraft. If disruptions in service are anticipated, local station management will prepare to implement the local station contingency plan.
- When appropriate, SOCC will implement an action plan to deal with irregular operations, either anticipated or encountered. The plan will be monitored by SOCC and revised as appropriate. The local stations directly impacted by the event will be kept informed by SOCC of changing circumstances and changing operational plans.
- When an action plan is implemented, a special team of operational and customer service representatives will evaluate the need for alternative actions depending on the nature, extent, and severity of irregular operations anticipated, and will coordinate a plan to minimize customer inconvenience.
 - The actions to be considered and evaluated will include appropriate announcements at the intended destination airport, rerouting customer via other Continental flights; providing special services such as phone notification for customers with disabilities and Unaccompanied Minors; rerouting customers on other airlines; the diversion of flights to other non-impacted Continental cities and consideration of the ability of those other locations to accommodate the aircraft and the customers.

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Local Implementation Plans:

- Each Continental station will be responsible for developing and maintaining a contingency plan which includes the following elements:
 - Airport Access: A plan developed in coordination with airport operations and FAA to provide for the safe movement of customers from an airplane without direct access to the airport terminal to the airport. This would include consideration of aircraft parking locations, walkways and routes from the aircraft to the airport terminal, ramp escorts, and secure entrances to the airport terminal. If customer movement from the aircraft to the airport terminal cannot be accomplished safely due to weather conditions (i.e., snow, high wind, heavy rain, etc.) then such action should be deferred until it can be safely accomplished. If it can be done safely, ground transportation such as busses may be used to accomplish the movement of customers from the airplane to the airport. In the event of a medical emergency situation onboard the aircraft, the pilot in command should consult with the station management, airport operations management, and available medical personnel including local emergency rescue personnel.
 - Secure Aircraft Parking: In coordination with local ATC and the airport management, develop a plan to enable airplanes to be parked at a location without direct access to the airport terminal, which provides for the safety and security of the aircraft and the safe movement of customers from the airplane to the airport terminal.
 - Ground Support Equipment: The plan should include an inventory of ground support equipment available for use by the station. Equipment such as stairs able to access aircraft doors, ground power units, de-icing units, air conditioning units, aircraft tow units, snow plows, busses, mobile lounges and vans should be included in this inventory. The inventory should include not only Continental vehicles and equipment, but also vehicles and equipment available to us from other sources (i.e. other carriers, fixed base operators, contractors).
 - Personnel: The plan should include a description of staffing requirements. Consideration should be given for supplementary staff from contractors or other sources where possible.
 - Supplies and Services: The plan should include advance arrangements, including billing arrangements, with Chelsea and airport food vendors and other catering services, as well as local supply and service providers; these may include arrangements for business hours to be extended as well as the delivery of supplies (e.g., food, drink, snack, diapers and formula to meet the needs of infants and small children). As appropriate, arrangements for supplies and services developed in advance should be done in coordination with the local airport authority and other carriers.
 - Communications: The plan should include a discrete phone directory for internal use only, which may include SOCC, the FAA air traffic facility, other local FAA offices, the airport operations management, local law enforcement, local emergency service providers located both on and off the airport, other carriers on the airport, other aviation service providers on the airport, local supply and service providers, contractors and other vendors.

Delay Events:

- If a ground delay covered by this Plan is expected to exceed 2 hours, SOCC, in coordination with the station management, the pilot in command of the aircraft and with appropriate consultation with the FAA, ATC and the airport operations management may implement necessary actions to deplane the customers based upon local circumstances. If the ground delay approaches 3 hours, SOCC, in coordination with senior Continental management, will determine if departure is expected within a reasonable time under the particular circumstances of the flight and, if not, action will be taken as soon as practicable based upon local circumstances to deplane customers wishing to do so or return the aircraft to an available gate. Likewise, if

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under particular circumstances an arriving aircraft has not deplaned passengers at the 2 hour mark, Continental will take additional steps to deplane passengers as soon as practicable.

- The method selected must provide for the safety and security of customers and any necessary approvals by the ATC, FAA aviation security and safety requirements will not be compromised.
- Continental's operations management may implement a decision to deplane in less than 2 hours if appropriate or necessary.
- If a Continental gate is not available, we will attempt to secure access to another terminal gate either from another carrier or in coordination with the airport management. This will also include arrangements for the unloading and delivery of customer-checked baggage to a baggage claim area.
- If an alternative airport terminal gate or other facility providing direct access to the airport terminal is not available, the Continental airport station management shall consult with the pilot in command of the aircraft, airport operations management, FAA air traffic control, and SOCC to coordinate an alternative disembarking procedure to provide for the safe use of ground transportation such as mobile lounges, busses or vans to accomplish the movement of customers from the airplane to the airport.
- For international arrivals, Customs and Immigration laws require that the customers be deplaned into a secure area. The Continental station management will contact Customs and Immigration authorities and the airport operations management to arrange for a secure area acceptable to Customs and Immigration. If no secure area is available, the aircraft will be parked away from the terminal building and no access by outside services will be permitted. Customers will be provided with services available onboard until arrangements are made to deplane in accordance with law.
- Customers will be offered food and/or beverage services if available and to the extent permitted by FAA regulations. SOCC, in coordination with the station management and the pilot, will implement the station's contingency plans as appropriate to provide for the essential needs of the customers, including adequate food and potable water, adequate restroom facilities, cabin ventilation and comfortable cabin temperatures, and access to necessary medical treatment.

For In-flight Diversions:

- Any decision to divert a flight while enroute will be made by the pilot in command of the aircraft in coordination and consultation with SOCC and ATC utilizing the procedures set out in the Continental Airlines Flight Operations Manual. To the extent reasonable, any in-flight diversions will be to a city normally served by Continental and the station management will initiate the appropriate actions necessary to provide for the comfort and well-being of the customers.
- Diversions to an offline city:
 - When circumstances require an aircraft to divert to a city not normally served by Continental, the flight Captain will contact the appropriate ATC authority for taxi and parking instructions. The flight Captain will contact SOCC and together will determine appropriate actions to provide for the comfort and safety of the customers and crew.
 - If unable to deplane customers for an extended period of time, Continental's Operations Director will advise the local authority at the diversion station and may contact local ground handlers at the airport or other carriers serving the station to request appropriate assistance, equipment, or personnel.

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- Necessary financial arrangements will be made with third party vendors to provide for both aircraft ground support and customer amenities as appropriate and necessary.

Emergency Situations:

- Every Continental pilot in command of a flight has authority to exercise their judgment depending on the circumstances to declare and take action necessary to respond to any emergency situation, which may arise in compliance with Federal regulations.
- If a customer requires emergency medical attention, the procedures set out in the Continental Airlines Flight Operations Manual will be applied. If a qualified medical person (physician, nurse, physician's assistant, EMS) is onboard the aircraft their assistance will be requested. The onboard medical emergency kit will be made available and the pilot in command will utilize onboard communications equipment to obtain additional medical support and assistance.
- Continental has contracted with a Medical Advisory Group (MedLink), allowing pilot-to-physician phone contact accessible from anywhere in the world. When contacted by the cockpit crew, the advising physician will help provide the appropriate treatment and assist in determining if a flight diversion is necessary. Arrangements for emergency transport to a medical facility capable of treating the customer's condition may also be made.
- If the aircraft is still on the ground, ATC will be requested either to provide expedite taxi clearance to the terminal or dispatch the airport's emergency response medical staff to the airplane depending on the circumstances.
- Based on the medical advice received, the flight may be diverted, an emergency may be declared and other available means will be applied to provide emergency medical assistance if warranted.

9. Oversold Flights

Continental Airlines will disclose to a customer, upon request, whether the flight on which the customer is ticketed is overbooked if, within the usual and ordinary scope of such employee's work, the information is available to the airline employee to whom the request is directed. Continental Airlines will also establish and disclose to the customer policies and procedures, including any applicable requirements (such as check-in deadlines), for managing the inability to board all passengers with confirmed reservations.

In order to accommodate the greatest number of customers who want to fly, and to keep ticket prices down, all airlines sometimes overbook flights with the knowledge and expectation that some of the reserved seats will remain unused at the time of departure. We will attempt to provide customers with information necessary to make an informed buying decision, inform customers of airport procedures, and treat customers fairly when, at departure, a flight has more customers with reservations than the capacity of the aircraft.

- Our representatives having access to the booking levels of a flight in the normal scope of their duties will disclose to a ticketed customer, upon request, whether the ticketed flight is booked over capacity at the time of the request. Understanding that booking totals change frequently, we will not disclose the specific number of confirmed reservations.
- Some customers ticketed for a flight may not be provided seats due to weight restrictions, substitution of a smaller aircraft, or more customers wanting to board a flight than the number of seats available.
 - When a flight is, or is expected to be oversold, our Airport representatives will first ask for volunteers willing to relinquish confirmed seating on the flight. In exchange, compensation in the form of travel certificates, good for specified dollar amounts off future travel on Continental, will be offered as well as transportation on a specified later flight. When appropriate, meals and hotel accommodations may also be offered. This policy is applicable only when our check-in requirements have been met.
 - Volunteers who give up their seats to other customers will be compensated in an amount to be determined by Continental.
 - If the number of volunteers is insufficient and customers remain who cannot be accommodated on the flight, customers with a seat assignment have priority over those without one. The priority of all other customers will be determined in the order in which they present themselves for check-in in accordance with CO's rules. Customers involuntarily denied boarding will be provided with compensation as noted below (or such other amount as required by law) and transportation on an alternate flight.
 - If the customer involuntarily denied boarding arrives at their originally scheduled destination within 2 hours of the original schedule (4 hours for international flights), on alternate flight arrangements, compensation will be 100% of the value of the oversold flight coupon up to \$400. This policy (with certain exceptions noted in Continental's Contract of Carriage) is applicable only when our check-in requirements have been met.
 - If the customer involuntarily denied boarding arrives at their originally scheduled destination on alternate flight arrangements more than 2 hours after the original schedule (4 hours for international flights), compensation will be 200% of the value of the oversold flight coupon up to \$800. This policy (with certain exceptions noted in Continental's Contract of Carriage) is applicable only when our check-in requirements have been met.
 - We will attempt to ensure that customers who are physically disabled and unaccompanied minors under the age of 15 who would suffer hardship will be the last customers involuntarily denied boarding.

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Check-in Requirements:

- Continental has the right to cancel reservations (whether or not confirmed), deny boarding and/or refused the acceptance of checked baggage of any customer who fails to present himself/herself within the following time requirements for check-in of customer and/or baggage:
 - 1) Domestic flights (except those departing Guam):
 - a) For customers who do not need to check baggage, the customer must complete the purchase of the ticket(s), check-in and obtain a boarding pass at least 30 minutes prior to scheduled departure.
EXCEPTION: At Ponce, Puerto Rico (PR) all customers, including those who do not check baggage, must complete the purchase of the tickets(s), check-in and obtain all boarding pass at least 45 minutes prior to scheduled departure.
 - b) For customers who do need to check baggage, the customer must complete the purchase of the ticket(s), check-in, obtain a boarding pass, and complete baggage check-in 30 minutes prior to scheduled departure.
EXCEPTION: At the following airports, customers must complete baggage check-in at least 45 minutes prior to scheduled departure: Tampa, FL; Las Vegas, NV; Orlando, FL; Philadelphia, PA; Denver, CO; Atlanta, GA; Los Angeles, CA; and Ponce, PR.
 - c) All customers must be present at the loading gate for boarding 15 minutes prior to scheduled departure.

NOTE: If the customer's itinerary includes an international destination, the international time limits apply to all flights in the itinerary.
 - 2) International flights and all flights departing Guam:
 - a) Customers must complete the purchase of the ticket(s), check-in, check baggage, and obtain a boarding pass at least 60 minutes prior to scheduled departure.
EXCEPTION: At Lima, Peru, customers must complete check-in, check baggage and obtain a boarding pass at least 75 minutes (1 hour, 15 minutes) prior to scheduled departure.
 - b) All customers must be at the loading gate for boarding at least 30 minutes prior to scheduled departure.
- The time limits provided by Continental are minimum time requirements. Due to federal security screening measures in place at airports, customer and baggage processing time may differ from airport to airport. It is a customer's responsibility to arrive at the airport with enough time to complete the security screening process and to comply with these Continental minimum time limits.
- Customers failing to comply with these check-in requirements may be denied boarding without compensation.
- Customers making connections who have a properly issued boarding pass and those confirmed on direct Continental flights are considered checked in and will not be removed from the connecting flight involuntarily. These customers may, however, elect to give up their seats as volunteers.

Refusal to Transport:

- Continental reserves the right to refuse transportation to any customer who has acquired a ticket in violation of the applicable law or who is in violation of any of the provisions of Continental's Contract of Carriage, including Rule 35, which addresses disorderly, abusive, or violent customers.

10. Disclosure

Continental Airlines will disclose to the customer:

- I. Any change of aircraft on a single flight with the same flight number.**
- II. Cancellation policies involving failure to use each flight segment.**
- III. Rules, restrictions, and an annual report on frequent flyer program redemption.**
- IV. Upon request, information regarding aircraft configuration, including seat size and pitch.**

We want customers to be aware of policies, rules, restrictions, and information available on change of aircraft, failure to use all flight coupons, frequent flyer programs, and aircraft configurations.

Known Change of Aircraft:

- Our representatives will disclose any available information regarding a change of aircraft on a single flight with the same flight number and will do so at the time of booking and prior to actual ticket purchase.
- We will provide written notification to all customers at the time the ticket is issued. Notification will be included with paper tickets and on E-Ticket receipts.

Failure to Use Each Flight Segment:

- Our cancellation policies involving failure to use each flight segment assume that ticketed customers who do not fly on a scheduled flight segment do not intend to fly on subsequent flight segments in the same reservation. In this situation, our reservation system will automatically cancel the remaining segments of the itinerary.
- We will provide written notification of this policy to our customers. Notification will be included with paper tickets and on E-Ticket receipts.
- Policies regarding the failure to use each flight segment can be found on our website at www.continental.com.
- Travel agencies authorized to sell space on Continental will be notified and provided access to policies regarding the failure to use each flight segment either through the Direct Reference System (DRS) or Continental Reservations.
- If a customer states that they may not use 1 or more of their ticketed segments, our representatives will inform the customer of this policy.
- When a customer violates the rules and restrictions governing the use of each flight segment, we have the right to:
 - invalidate the customer's ticket
 - cancel the remaining flight segments of the itinerary
 - confiscate any remaining flight coupons
 - deny boarding
 - assess the customer for the actual value of travel used
 - delete accrued mileage in the customer's OnePass account attributed to the rule violation

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Frequent Flyer Program (OnePass):

- Continental Airlines OnePass members are subject to the terms and conditions set forth in the Frequent Flyer section of continental.com. OnePass members that enroll in the program through any channel other than continental.com will receive a welcome mailing upon activation of the account. Customers that enroll via continental.com will receive a welcome email upon enrollment, and may request a welcome mailing through their local OnePass Service Center.
- Throughout the year active OnePass members will be sent newsletters that include changes or updates to the OnePass program and other important information. Public program information contained in these newsletters will be available to all members on our website.
- OnePass members can redeem miles, check their account status, or obtain general information regarding the OnePass program on our website at www.continental.com or by calling toll-free 1-800-621-7467 for domestic rewards or 1-800-344-1411 for international rewards between 7:00 a.m. and 8:30 p.m. CST, 7 days a week.
- Any further clarification regarding rules or restrictions may be obtained by calling 713-952-1630 Monday through Friday between the hours of 6:30 a.m. and 8:00 p.m. CST or by emailing through our website at www.continental.com.
- To obtain automated account information, customers may call 713-785-8999 or visit our website at www.continental.com 24 hours a day.
- We will publish figures disclosing the total rewards redeemed per year on our website at www.continental.com and in the OnePass newsletter. Figures for the previous year will be posted in February of the current year and monthly figures will be updated on our website. Information regarding total rewards redeemed annually will be made available through the website.

Aircraft Configuration:

- Customers can obtain information on aircraft configuration and seating through any appropriate Continental representative or authorized travel agency.
- Our reservations and airport representatives, and authorized travel agents will have access to information regarding aircraft configuration including the standard seating arrangement, locations of moveable armrests, seat pitch, seat width, and exit row seating by aircraft type.
- Upon request, our representative will provide this information to the customer for the aircraft type on which they are booked. Variations may occur within an aircraft type.

11. Comparable Plans for Codeshare Partners

Continental Airlines will ensure that its domestic codeshare partners provide comparable consumer plans and policies.

- Carriers operating as Continental Express and Continental Connection have adopted Continental Airlines' Customer First customer service initiative. Additionally, our domestic airline codeshare partners all have comparable customer service plans, or are committed to providing comparable customer service levels and have adopted the Continental (or another airline's comparable) plans. A current list of our codeshare partners can be found on our website at www.continental.com.

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12. Customer Care

Continental Airlines will assign a Customer Service Representative responsible for handling customer complaints and ensuring that all written complaints are responded to within 60 days.

We rely on customer feedback to stay informed and deliver a high level of customer satisfaction. We encourage communication by providing customers with easy access to a Continental Customer Care Representative 24 hours a day, 7 days a week by phone (toll-free), fax, letter, comment card, or email. Customer's compliments and complaints are addressed as soon as possible, but no later than 60 days after receipt unless otherwise required by the DOT regulations.

- The Director of Customer Care is currently the designated Customer Service Representative for Continental Airlines.
- Customers can call us toll-free 24 hours a day, 7 days a week at 1-800-WECARE-2.
- Customers can fax us toll-free at 1-800-214-0506 or at 832-235-1806.
- Customers can complete postage-paid pre-addressed comment cards available in "Continental", our in-flight magazine. Airport representatives will provide comment cards to customers who experience a flight irregularity of 2 hours or more.
- Customers can email their concerns and comments through our website at www.continental.com.
- Customers can write to Customer Care at

Continental Airlines, Inc.
P.O. Box 4607- NHCCR
Houston, TX 77210-4607