

United NEWS



A publication of Worldwide Sales | July 30, 2009

Building a Future of Value, Choice and Simplicity for Travelers

On July 10, 2009 the U.S. Government granted final approval of our application to add Continental Airlines to the existing antitrust-immunized alliance between United, Lufthansa, Air Canada and six other European Star Alliance carriers. The carriers plan to implement a joint venture featuring integrated cooperation on trans-Atlantic flights between North and Central America, Europe, Africa, the Middle East, India, the Commonwealth of Independent States (CIS), and the western part of Russia, as well as connecting flights within those regions. Through this joint venture, the carriers plan to cooperate in areas that will provide your travelers with more value, choice and simplicity.

In anticipation of Continental joining the Star Alliance, the four carriers are developing programs that will deliver even more competitive flight schedules and fares for the trans-Atlantic markets and improved access to an extended global network. This enhanced alliance will provide customers new opportunities to fly with United and its Star Alliance partners. Applicable regulatory reviews are under way in Europe, Canada, and other countries, as required.

DOT Statistics		
Percentage of Arrivals On-time Year-to-date through May 2009		
ONTIME		
Airline	ARRIVAL :14	Rank
UA	80.4	1
US	79.6	2
DL/NW	79.0	3
AA	77.3	4
CO	76.9	5

United #1 On-time for First Five Months*

In May United again earned the #1 spot in on-time arrivals among U.S. legacy carriers. With this achievement, we continue to rank first in year-to-date May 2009 on-time performance. United also continues to improve its key customer satisfaction measure among its best customers, with significant progress for the third consecutive quarter. Improvements were achieved across the travel experience, including aircraft cleanliness, seat and entertainment product workability, and employee courtesy.

**On-time arrivals within :14 minutes among major U.S. network carriers as measured by the U.S. Department Of Transportation .*

Mileage Plus

Close in Booking

Fees Eliminated

Mileage Plus has eliminated the non-refundable processing fee for Award Tickets that are booked within 21 days of departure. We are the first airline to implement this change that makes it easier for our Mileage Plus members to redeem their miles. Additionally, close-in processing fees for flight and/or date changes will not be charged. Global Services and 1K members continue to be exempt from all award fees. For more information visit united.com/awardfees.

New Meal and Beverage Options

Beginning August 1, 2009, we are enhancing food and beverage choices on many domestic and international flights in response to customer feedback. These choices include tasty new options on the fresh Choice Menu, all-new items in our popular snack boxes on shorter flights and complimentary alcoholic beverages in all classes of service on Pacific flights. Both Choice Menu and snack boxes will be available on more flights originating from more cities. United is committed to improving customer satisfaction in this important area.

International Premium Travel

Experience Update

Conversion of the B767 fleet to the new international premium class configuration is complete. Also, complete are 18 of 24 aircraft in the B747 fleet., with the remaining B747s scheduled for completion by October 2009. Conversion of the B777 fleet begins in February 2010.